fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Saturday, December 16, 2023 12:58 PM
To: Jessica Jones
Subject: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.
> > You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
> >
> > ---
> >
> > Some basic questions....
> >
> > ---

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

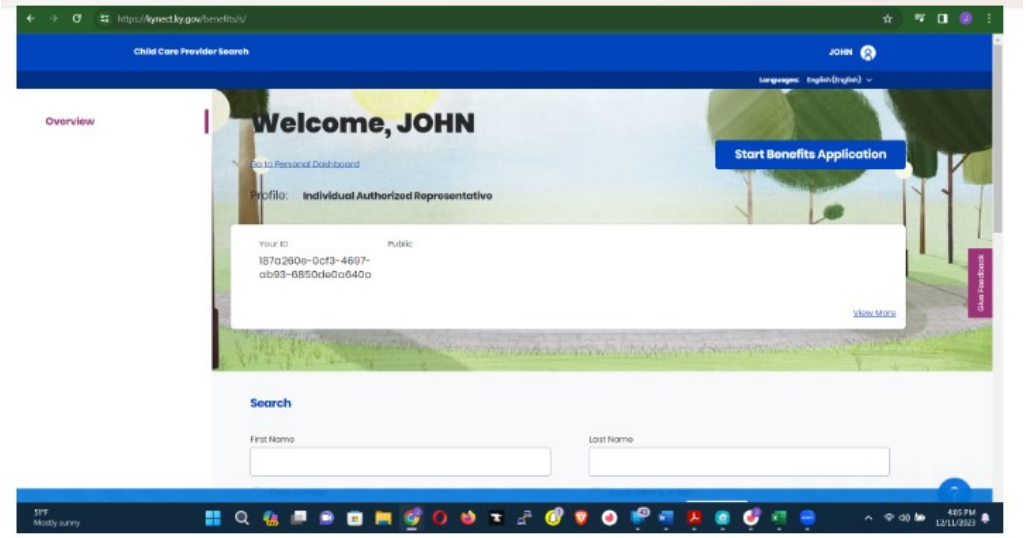
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

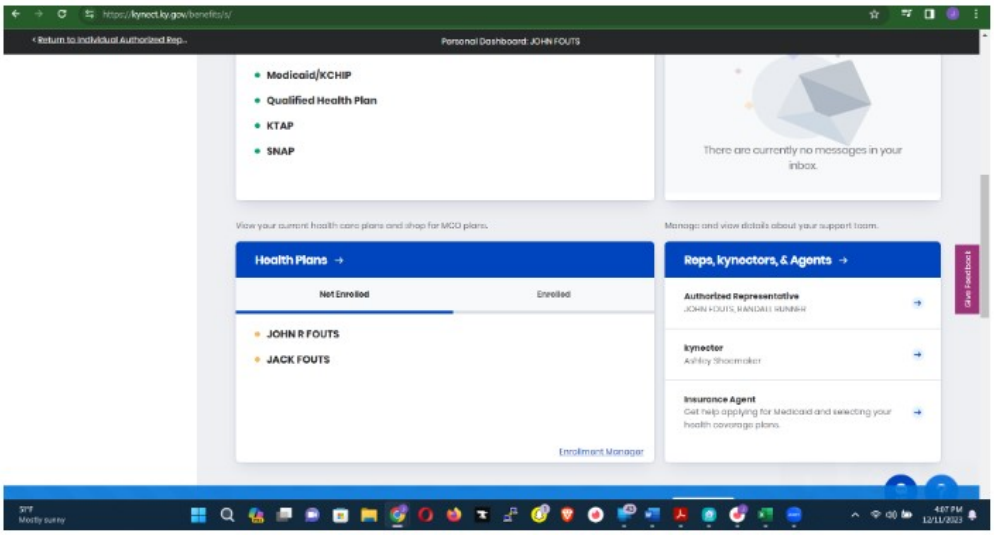
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

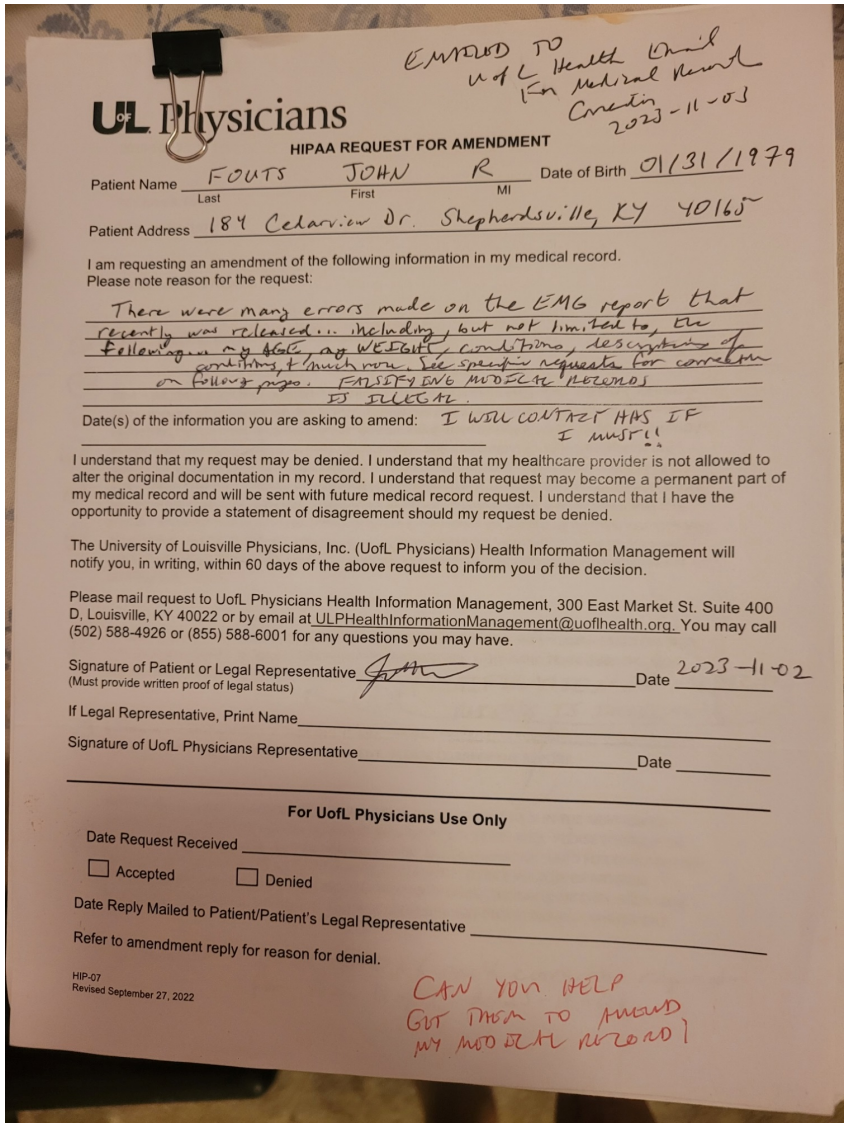
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: my AGE, my WEIGHT, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

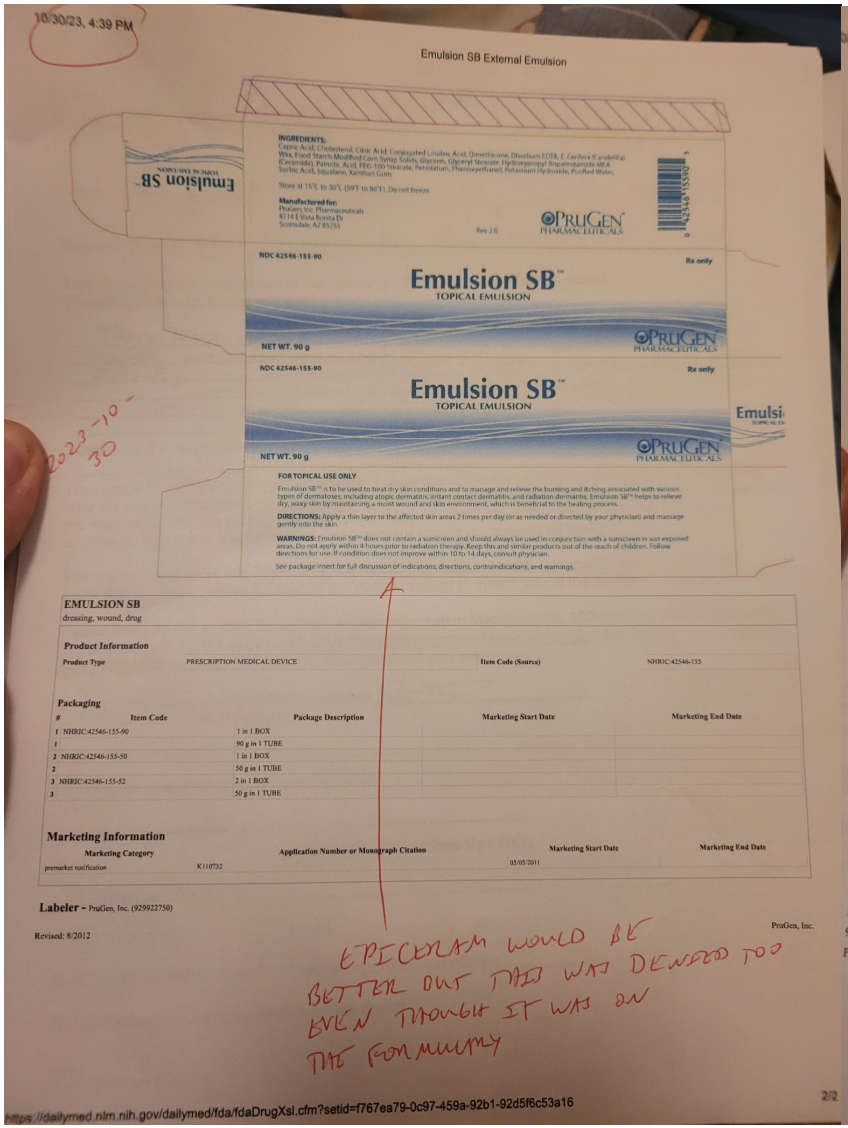
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?



10/30/23, 4:39 PM

Emulsion SB External Emulsion

INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255

Rev 2.0

PRUGEN PHARMACEUTICALS

NDC 42546-155-90

Rx only

Emulsion SB™
TOPICAL EMULSION

NET WT. 90 g

PRUGEN PHARMACEUTICALS

NDC 42546-155-90

Rx only

Emulsion SB™
TOPICAL EMULSION

NET WT. 90 g

PRUGEN PHARMACEUTICALS

FOR TOPICAL USE ONLY

Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.

WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.

See package insert for full discussion of indications, directions, contraindications, and warnings.

2023-10-30

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012

PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16

2/2

10/30/23, 4:39 PM

Emulsion SB External Emulsion

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

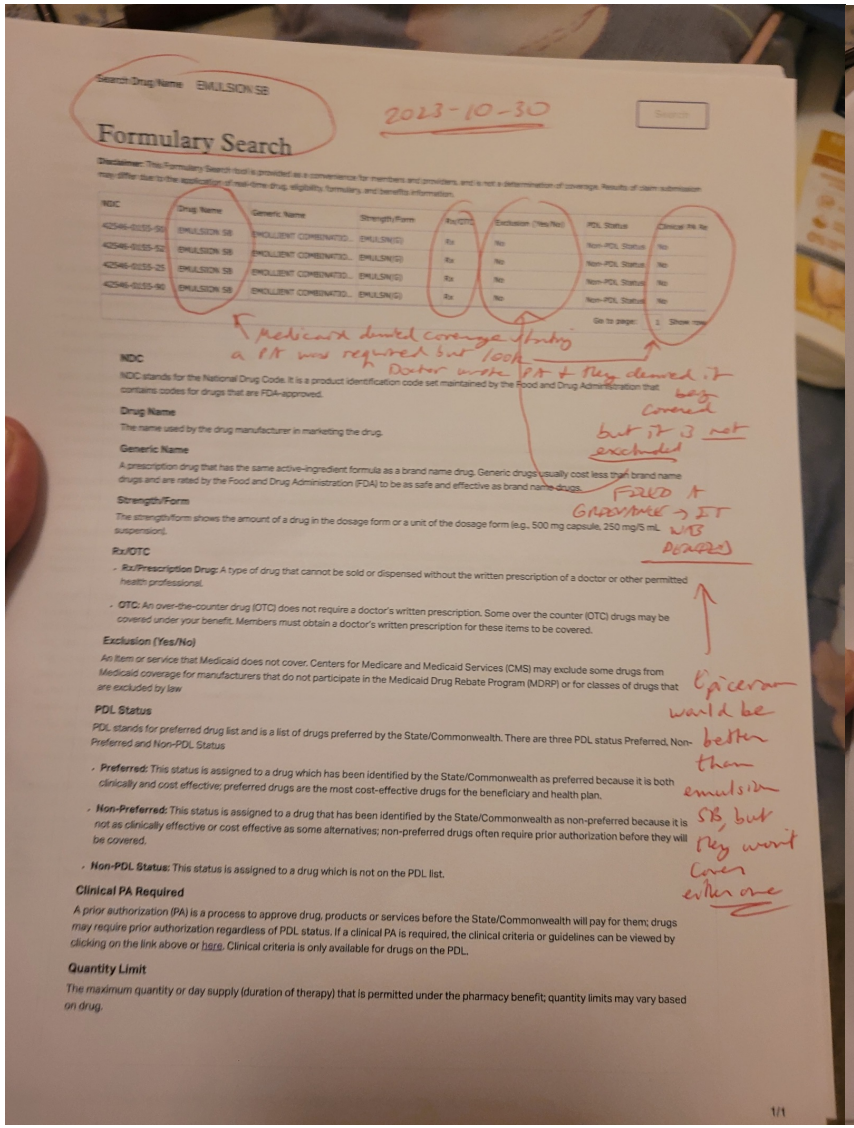
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-50	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I took Doctor with the PA + they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

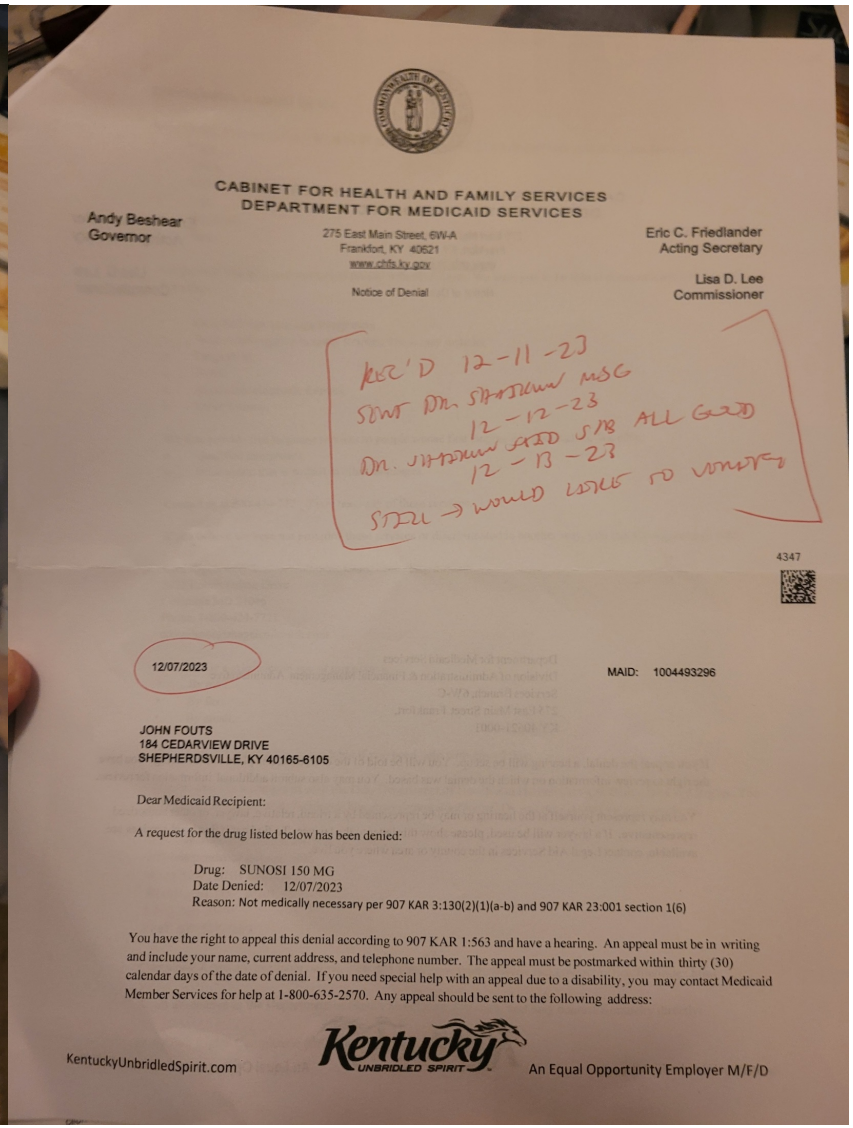
The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

but it is not excluded

FILED A GRIEVANCE → IT WAS DENIED

Physician would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRATHAM MSG
12-12-23
DR. STRATHAM SAID SB ALL GOOD
12-13-23
STILL → WOULD LIKELY BE DENIED

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

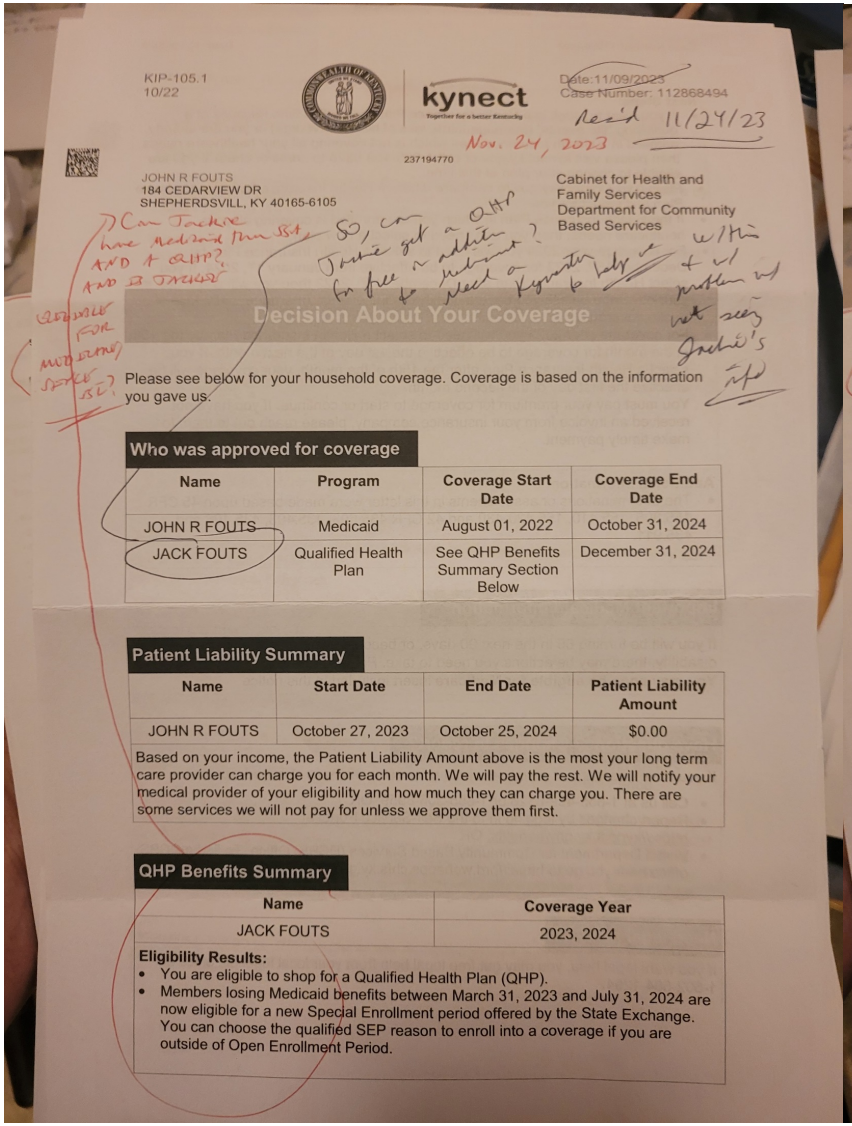
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Can Jackie have Medicaid from SSI AND a QHP? AND is JACKIE

So, can Jackie get a QHP for free in addition to Medicaid? Need a signature to help w/ this + w/ problem w/ not seeing Jackie's SSI

QUESTIONS FOR MEDICAID STATE SSI

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

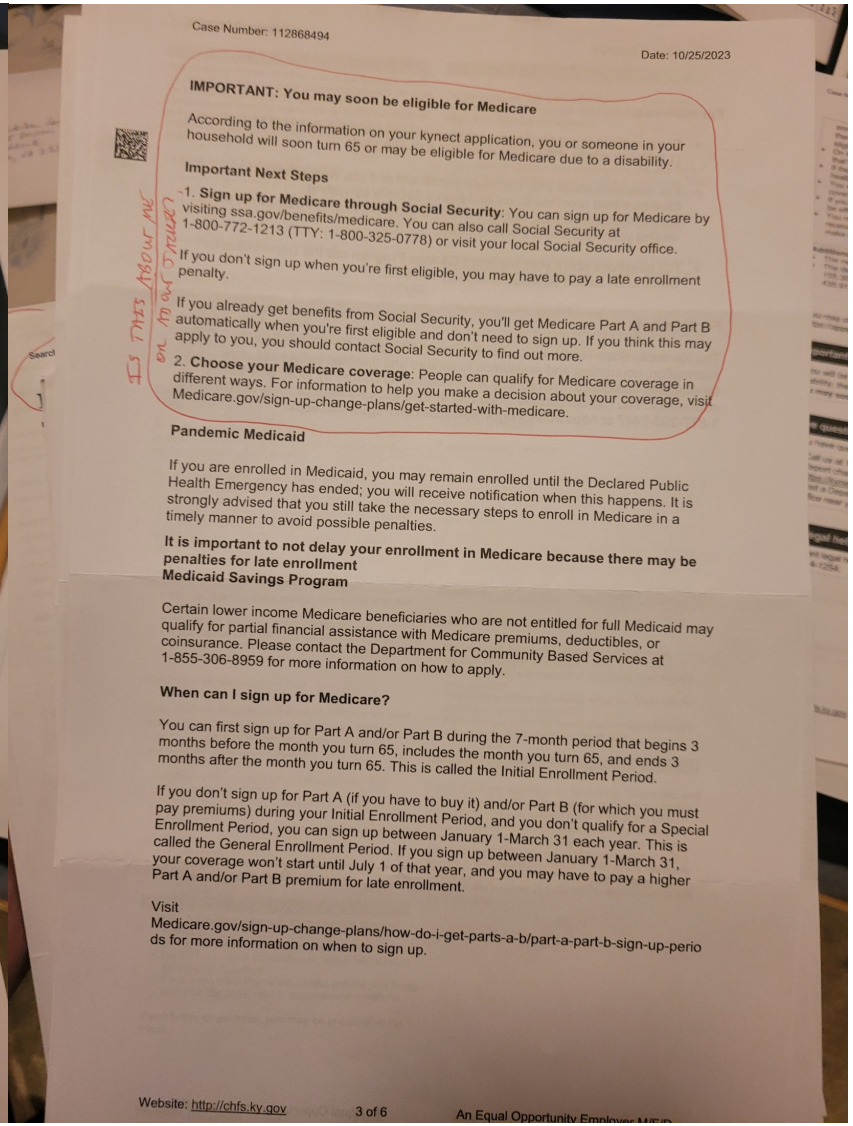
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Is this about me or my Jackie?

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

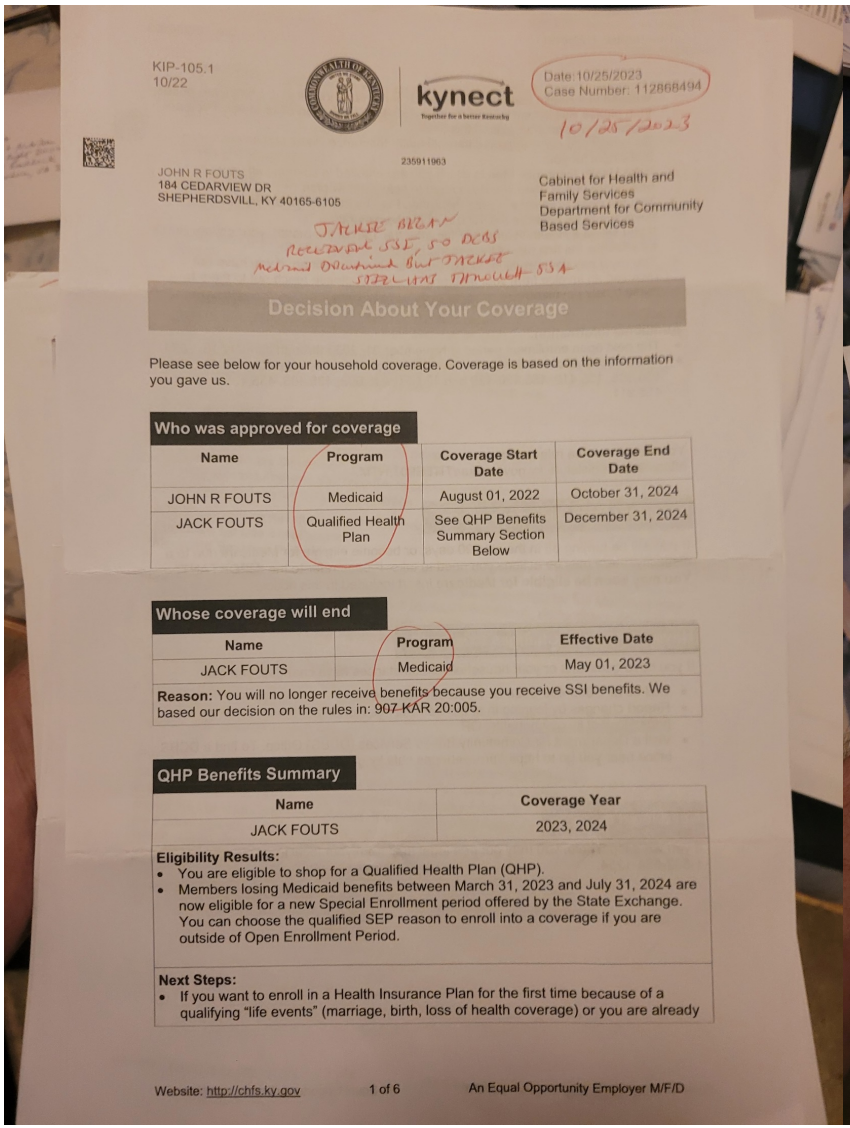
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS INCOME SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

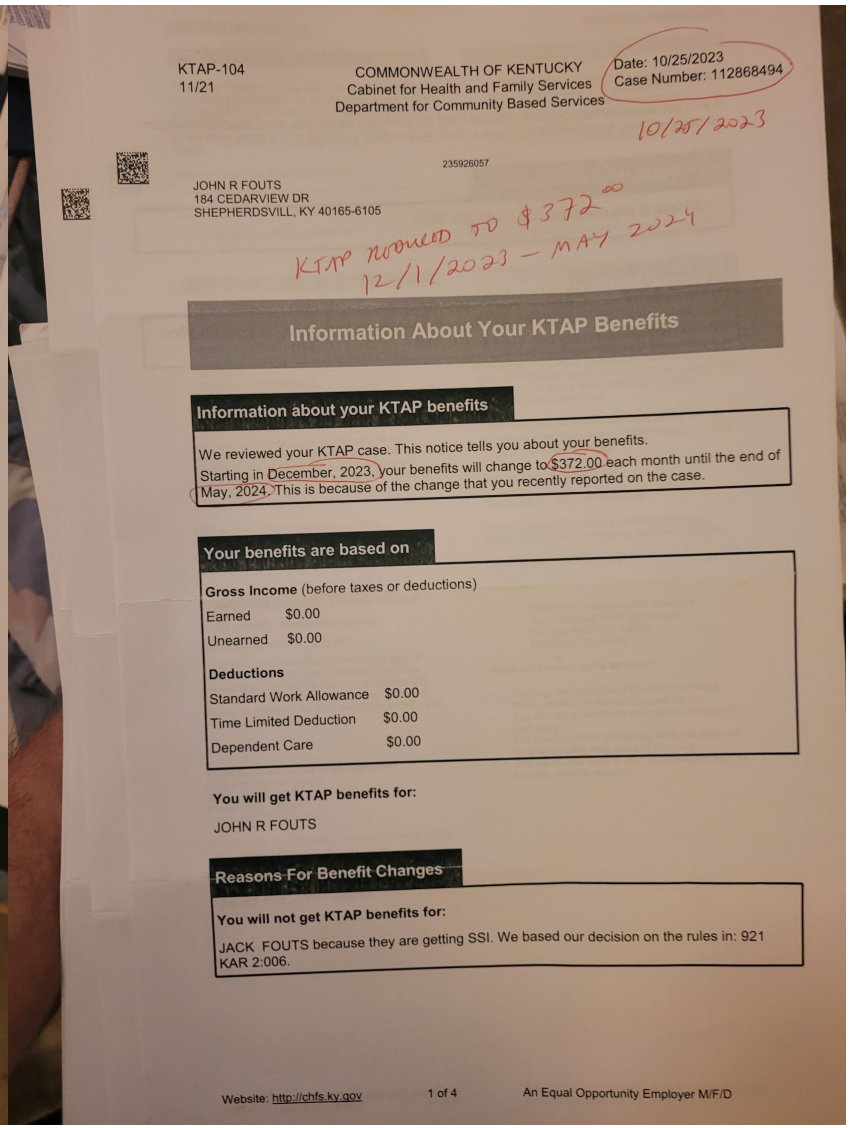
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

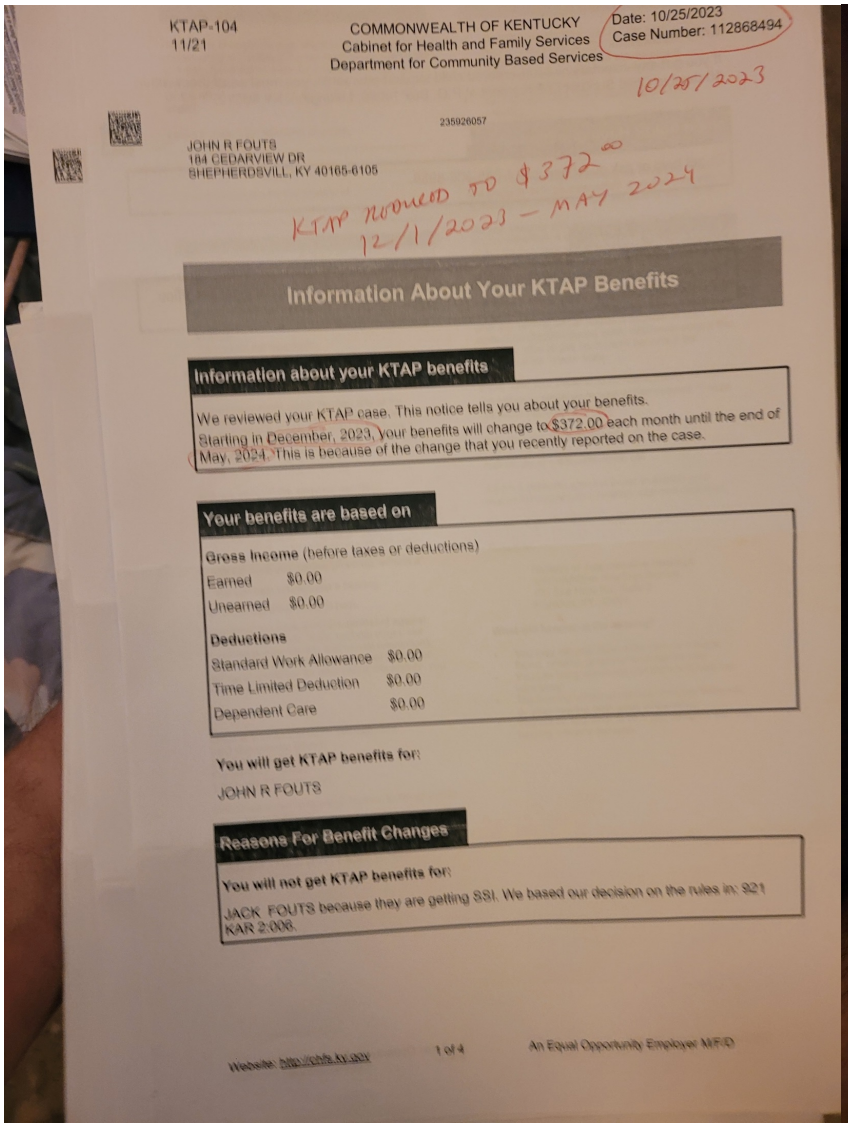
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

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We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

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Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

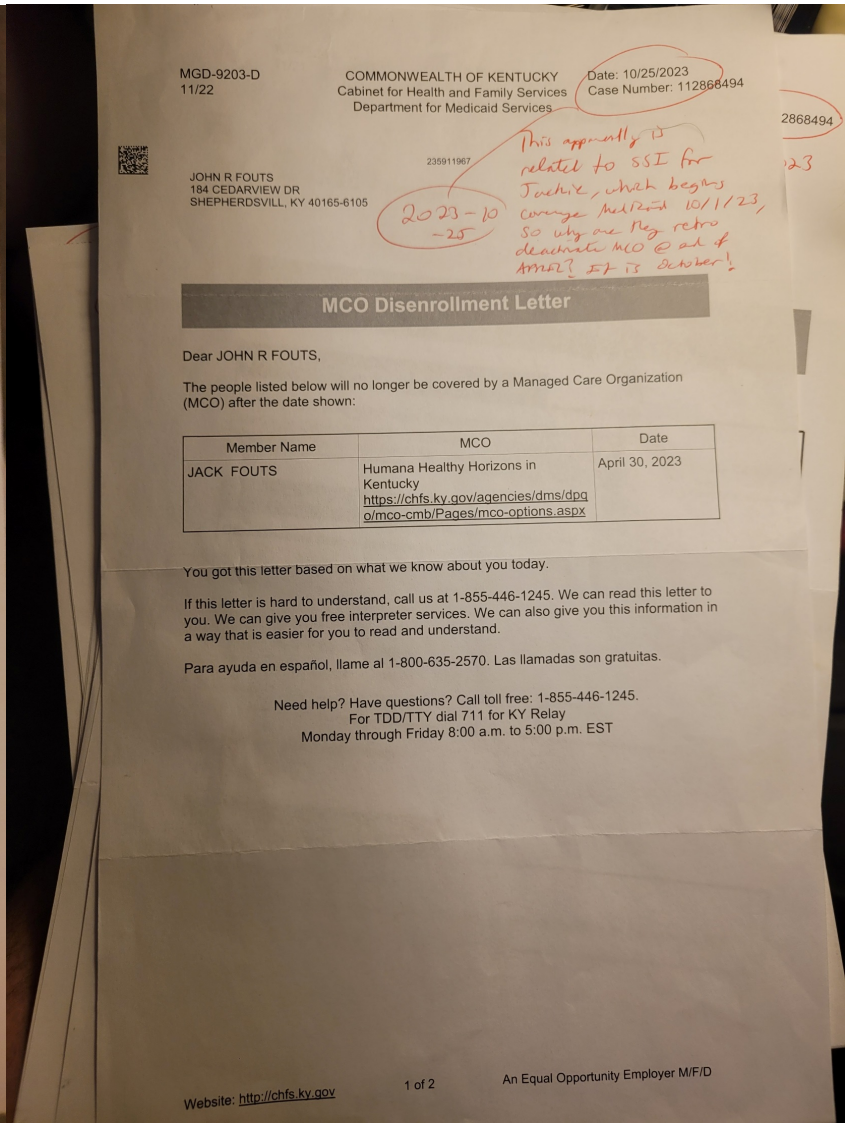
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

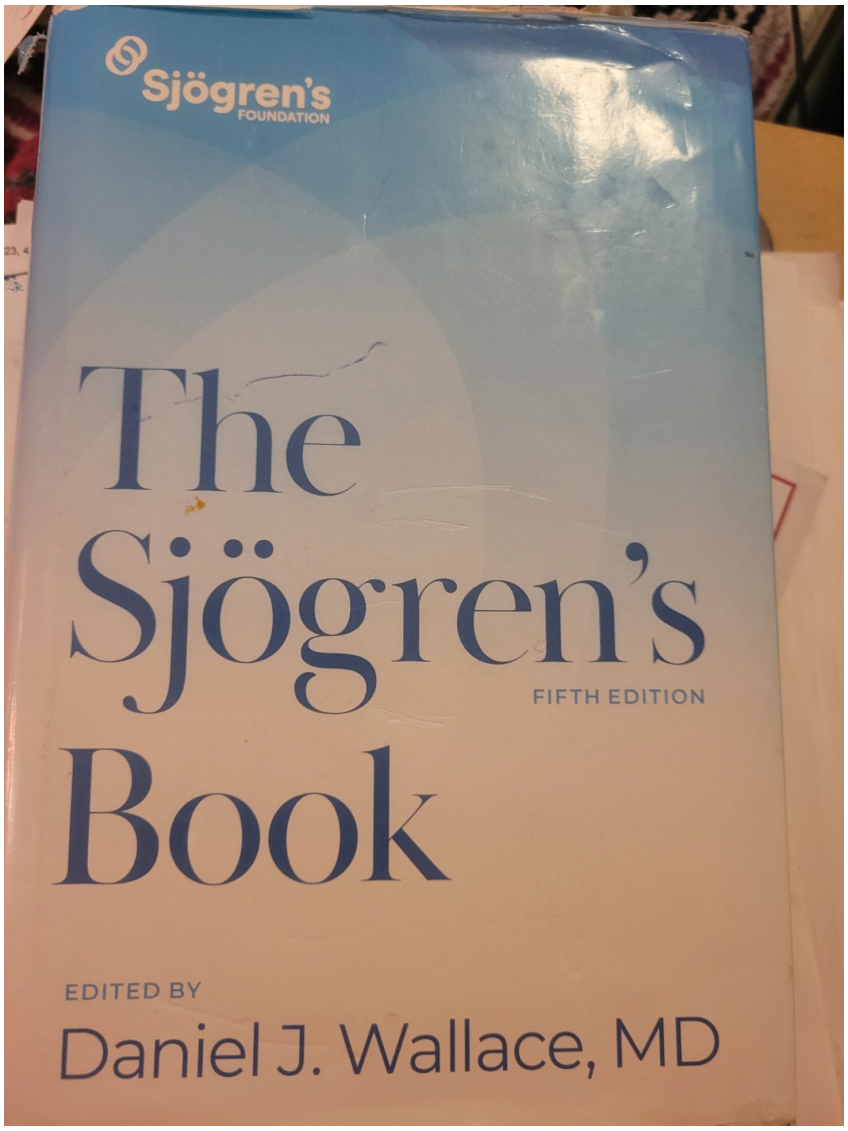
You got this letter based on what we know about you today.

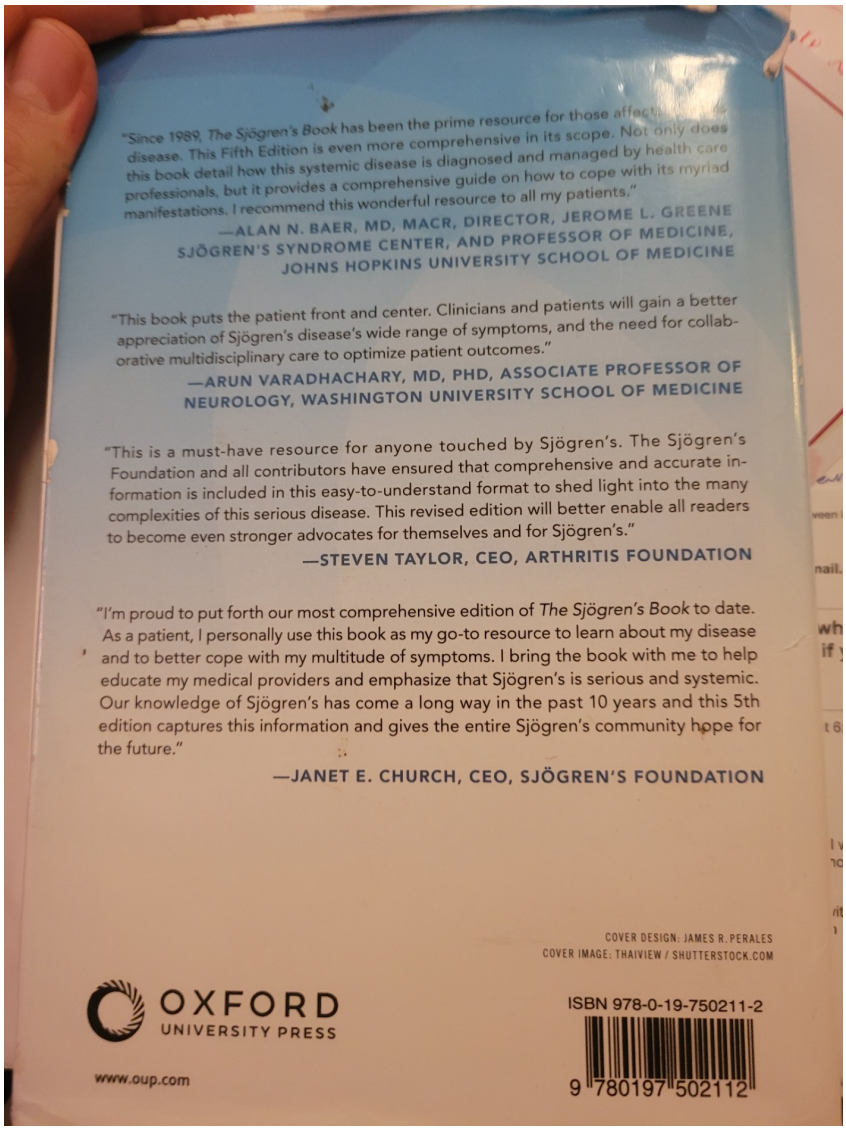
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD



"Since 1989, *The Sjögren's Book* has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."

—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE

"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."

—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE

"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."

—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION

"I'm proud to put forth our most comprehensive edition of *The Sjögren's Book* to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."

—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION

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COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM

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If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Saturday, December 16, 2023 12:58 PM
To: Jessica Jones
Subject: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.
> > You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
> >
> > ---
> >
> > Some basic questions....
> >
> > ---

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

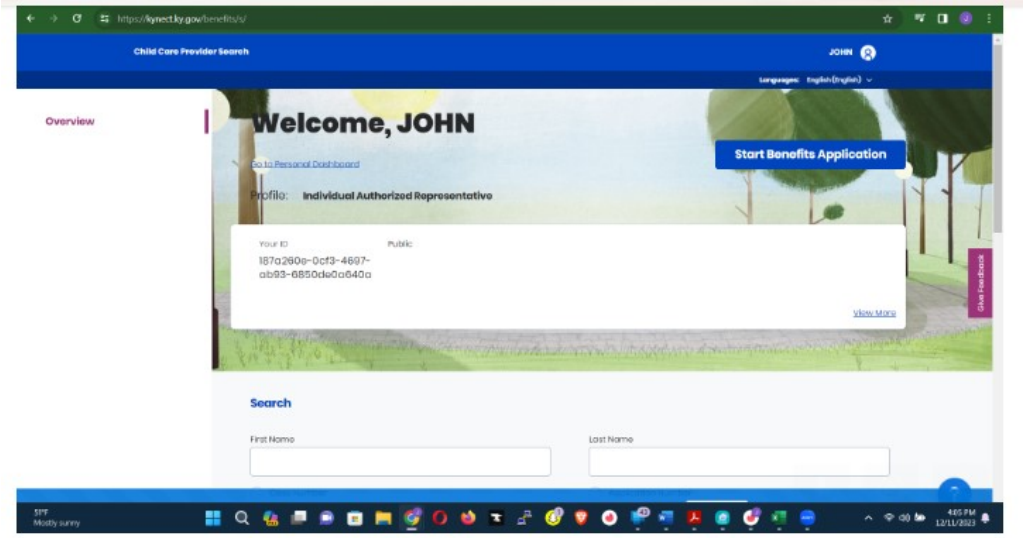
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

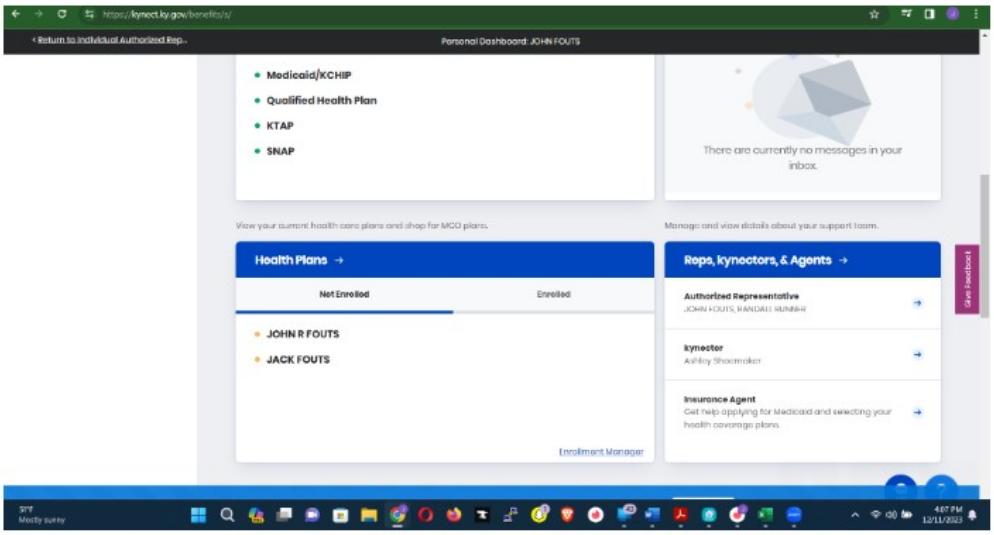
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

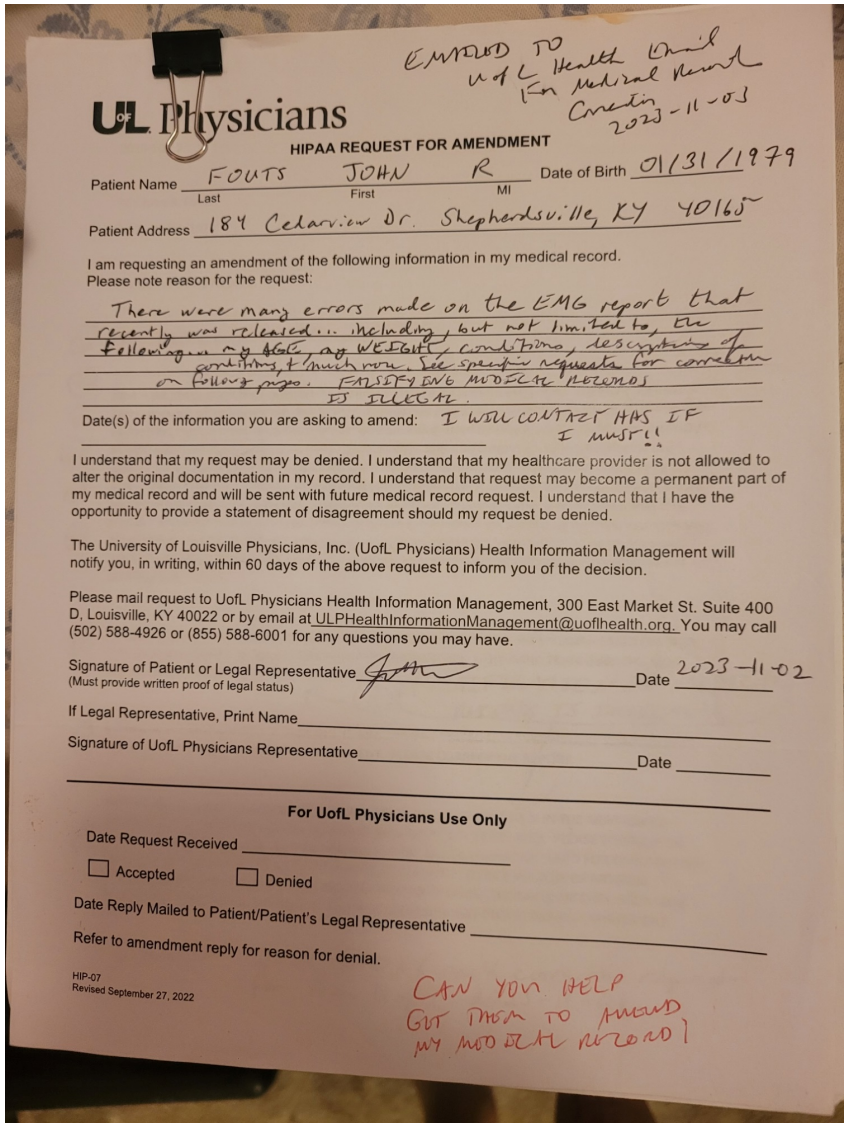
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: ~~my AGE, my WEIGHT~~, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

☐ Accepted ☐ Denied

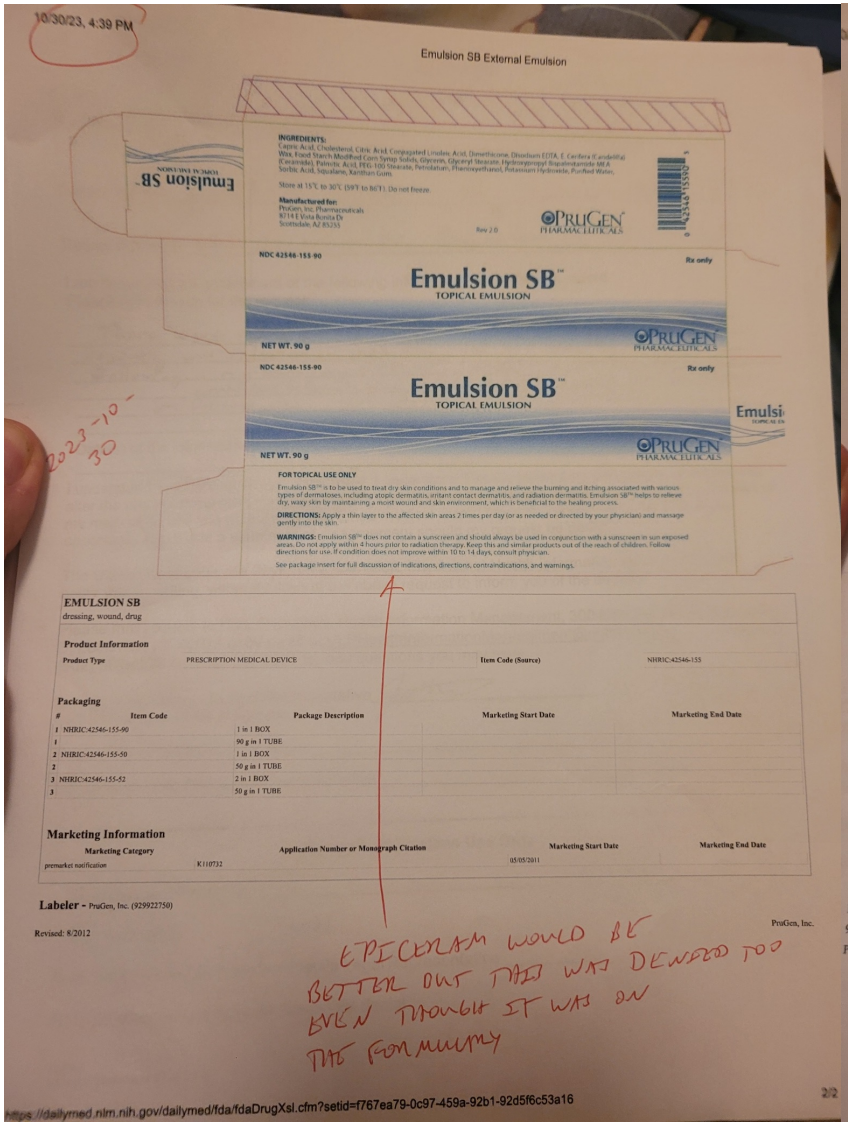
Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?

10/30/23, 4:39 PM Emulsion SB External Emulsion


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

2023-10-30

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

10/30/23, 4:39 PM Emulsion SB External Emulsion

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

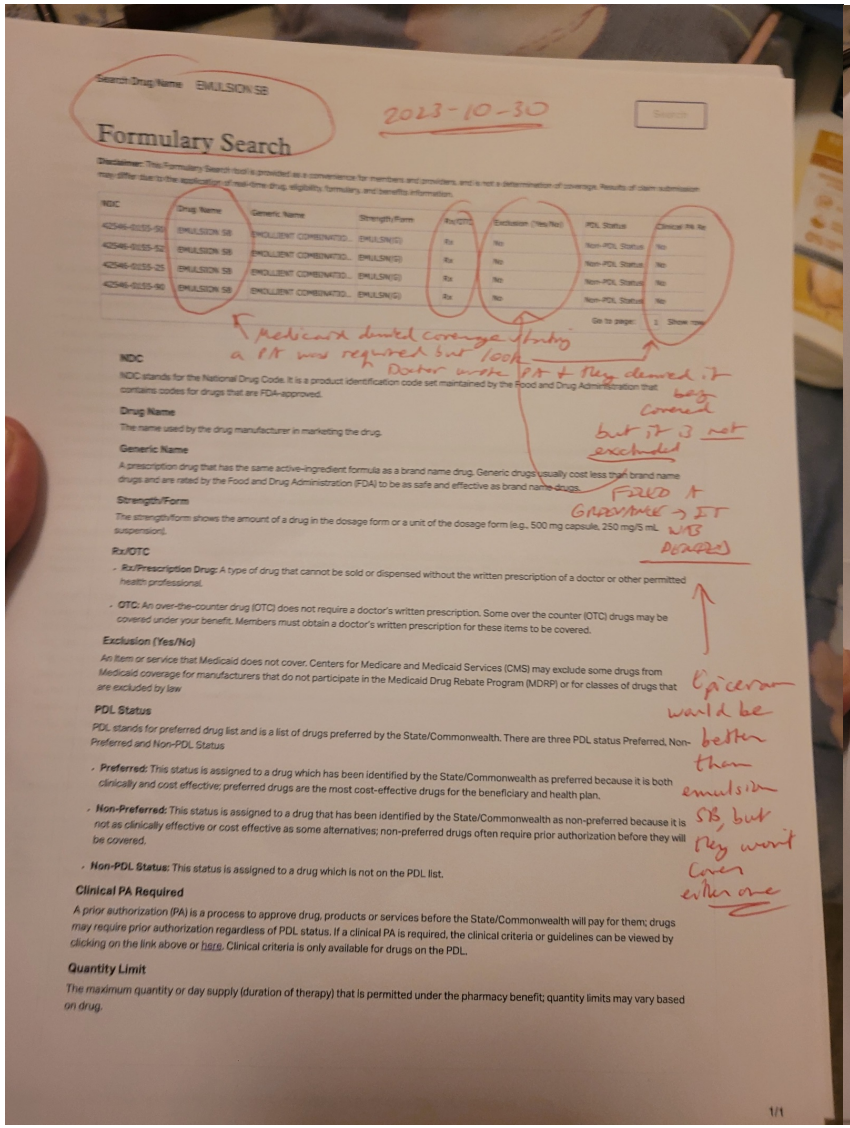
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GENERIC → IT WAS DENIED

Opinion would be better than emulsion SB, but they won't cover either one

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

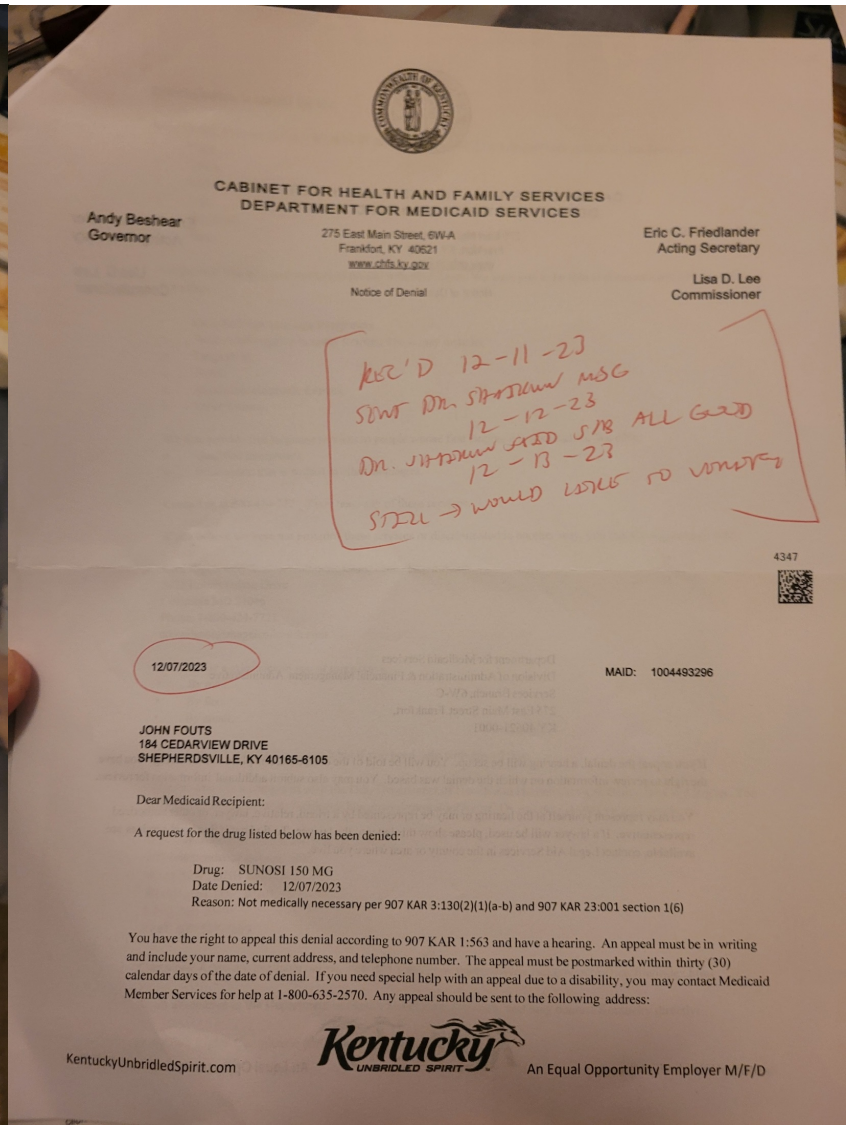
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOSE TO VOMITING

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

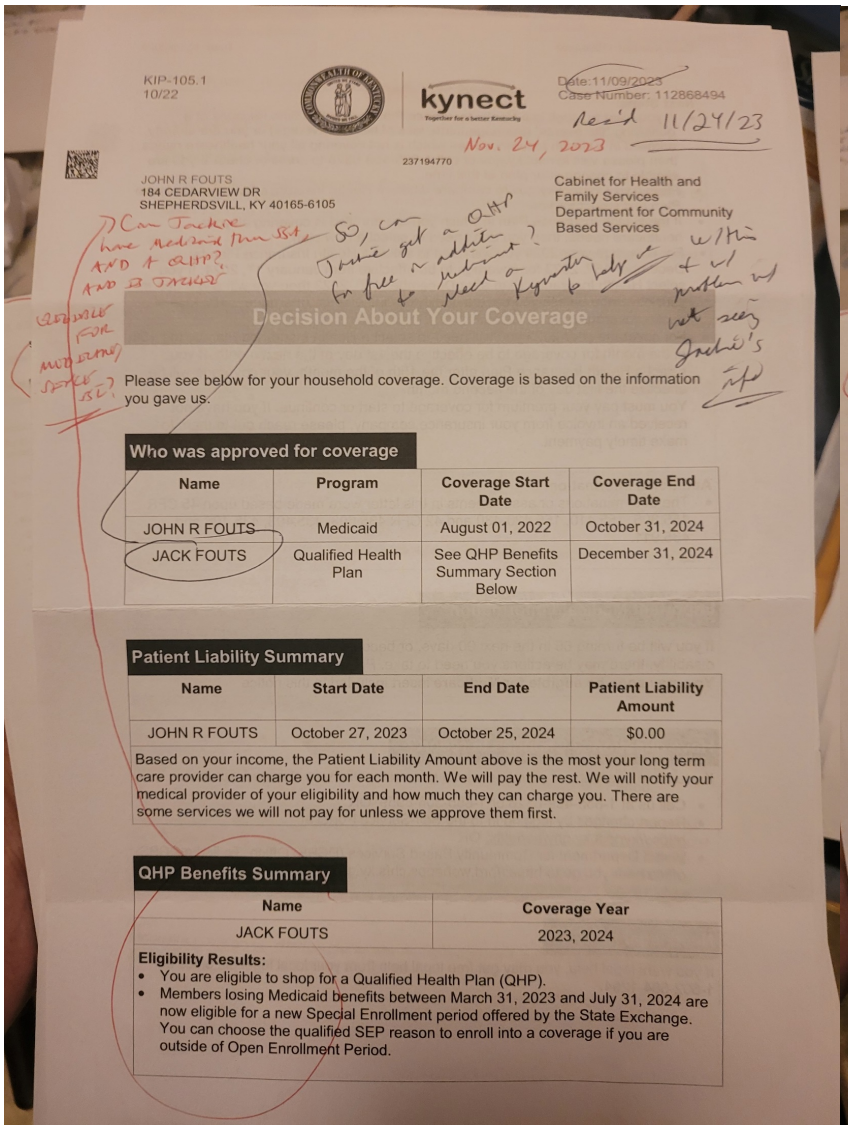
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

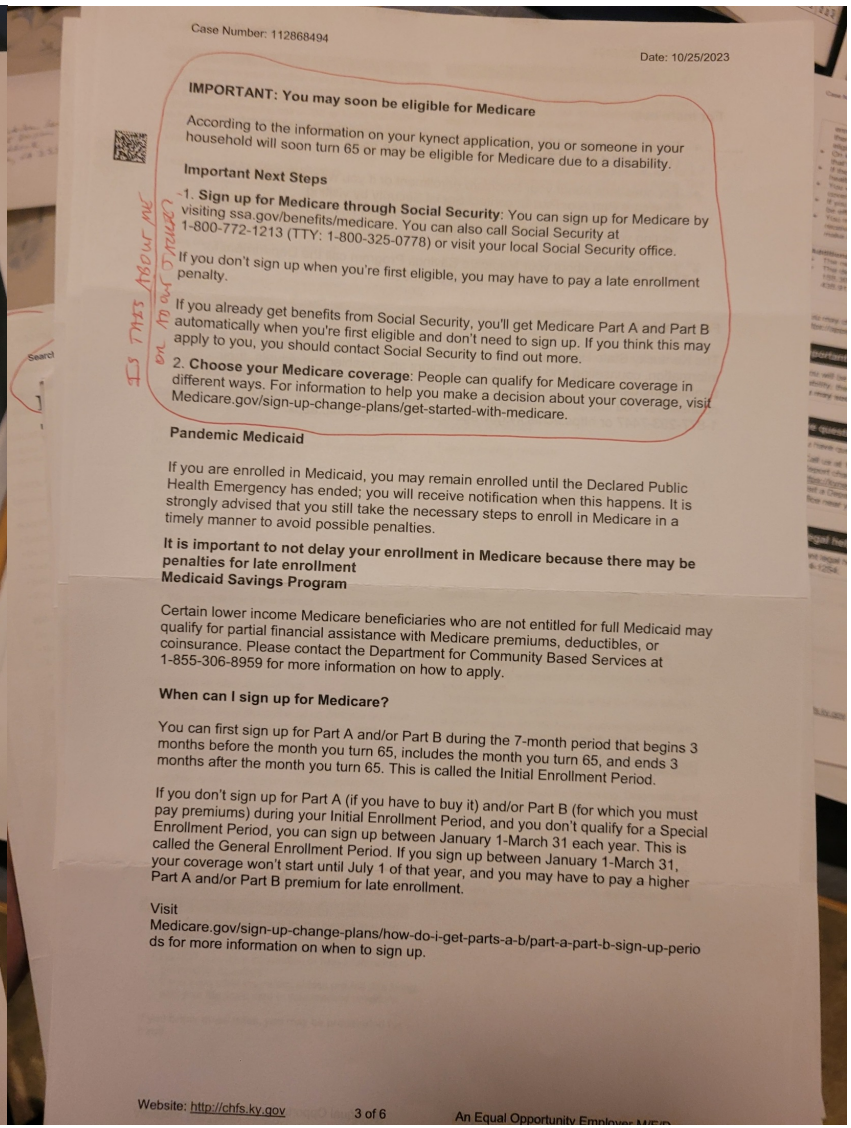
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

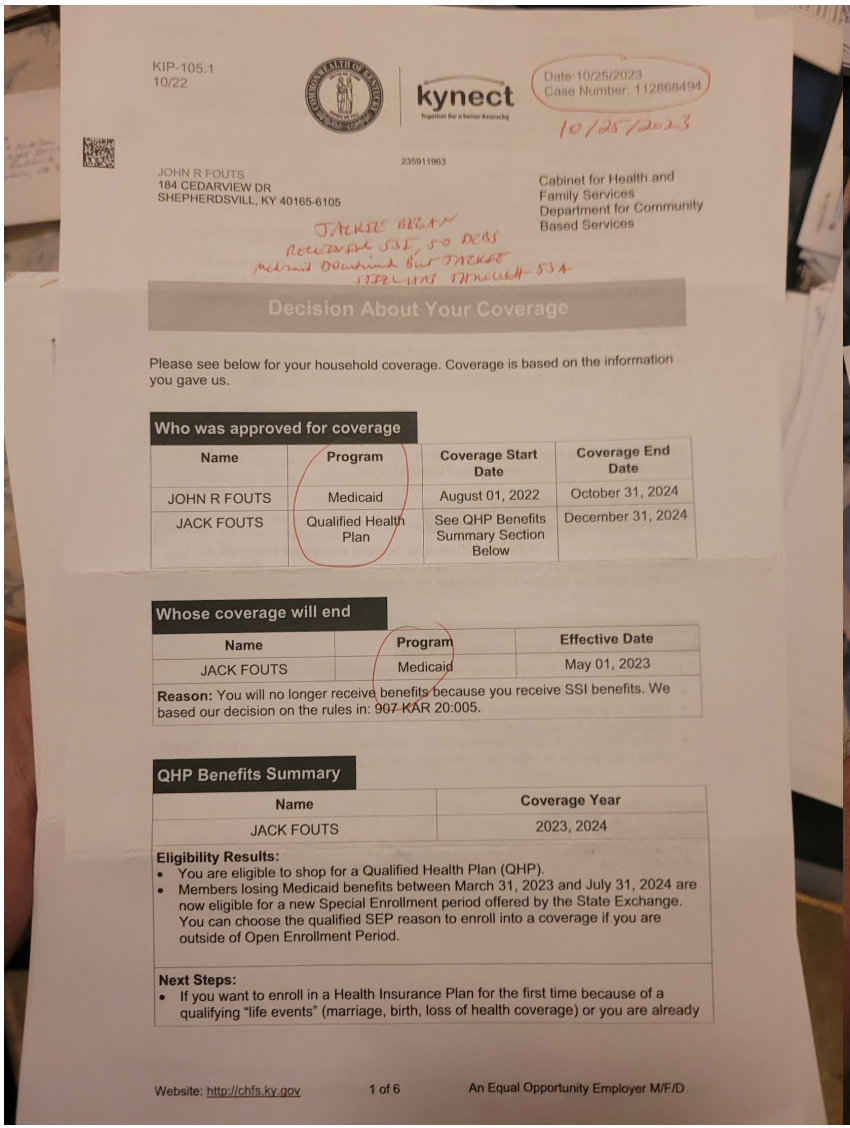
If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS INCOME SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

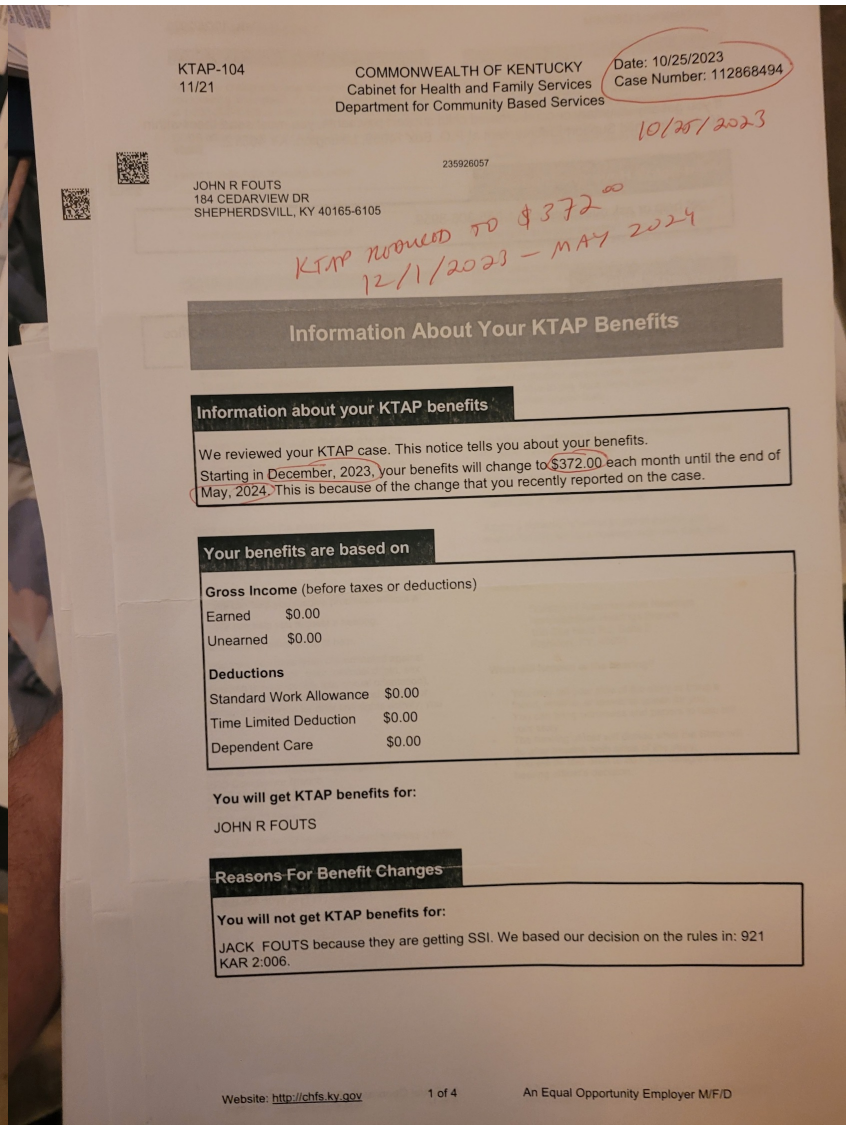
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP INCREASED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

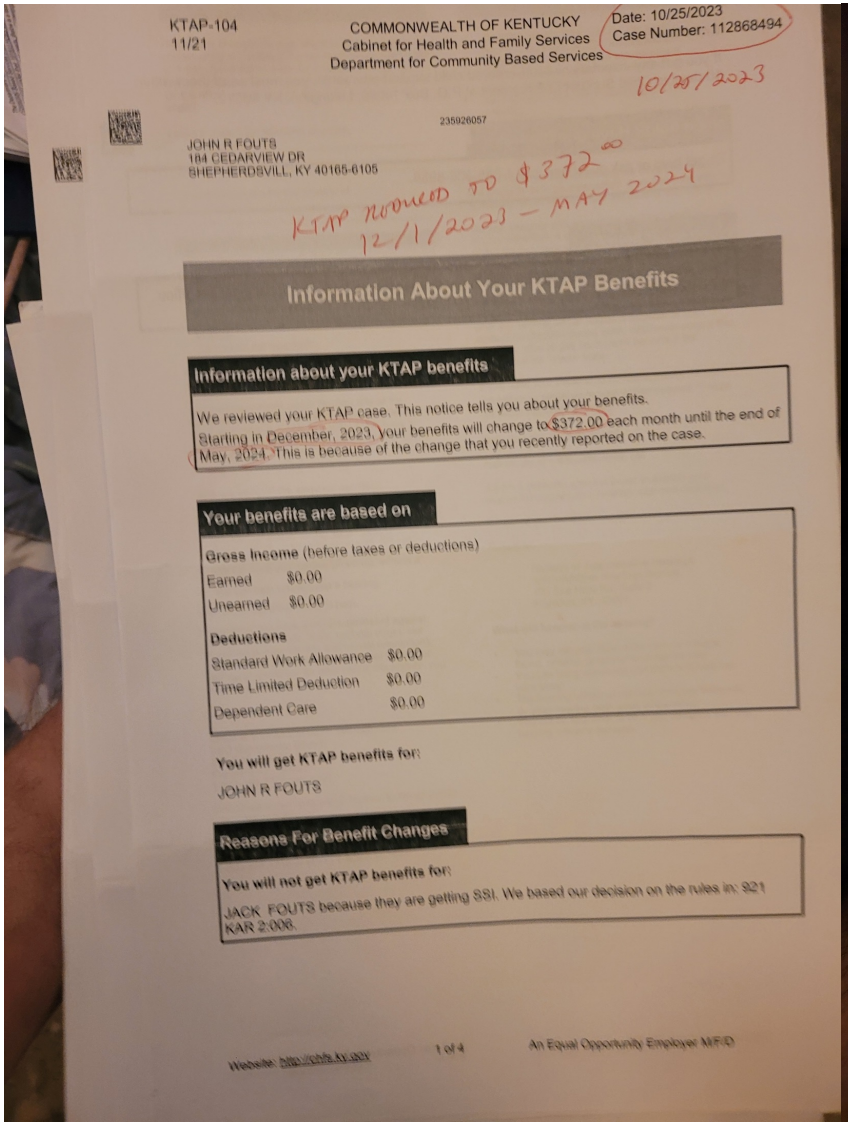
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

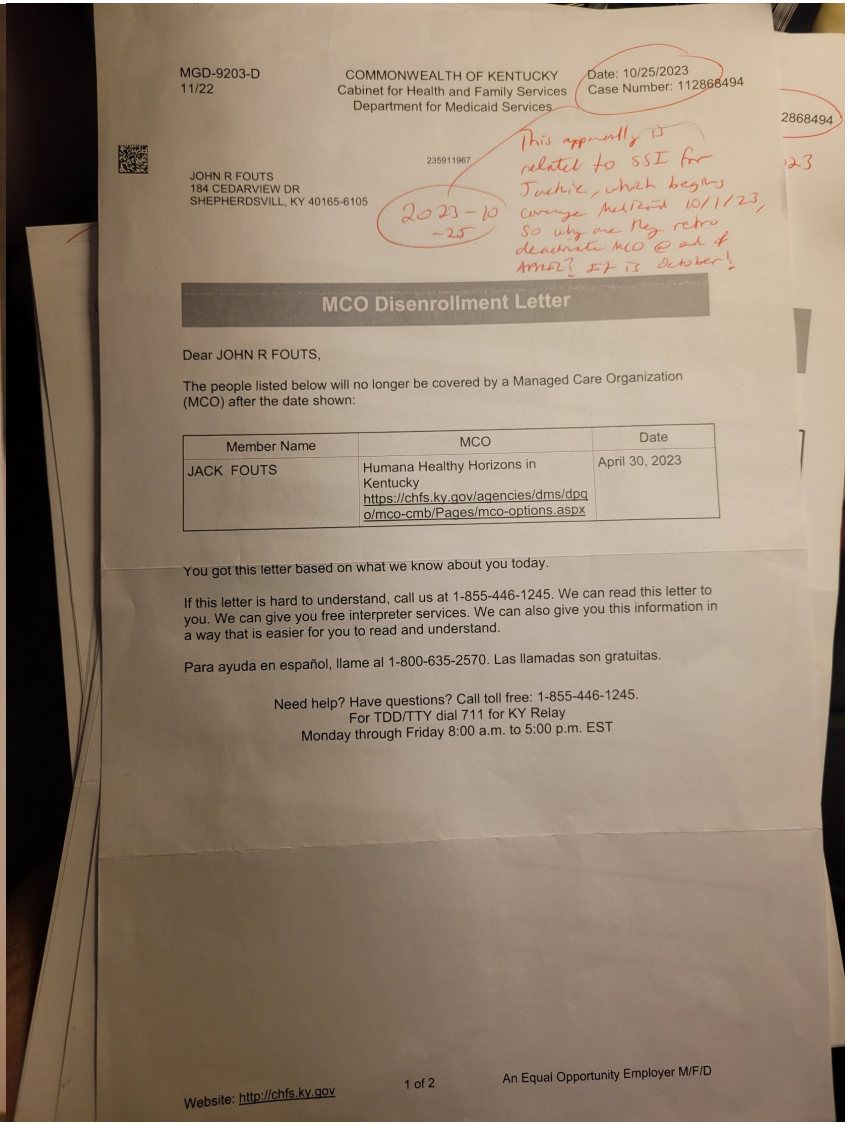
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

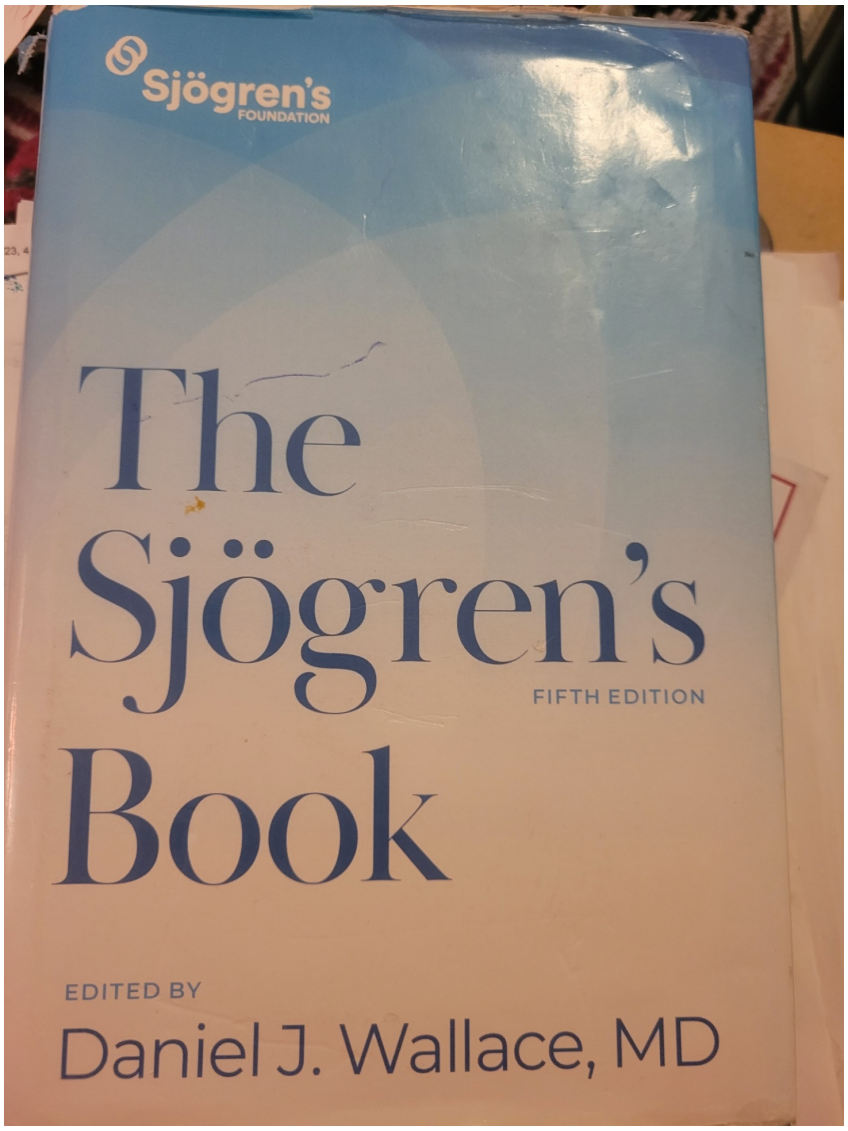
You got this letter based on what we know about you today.

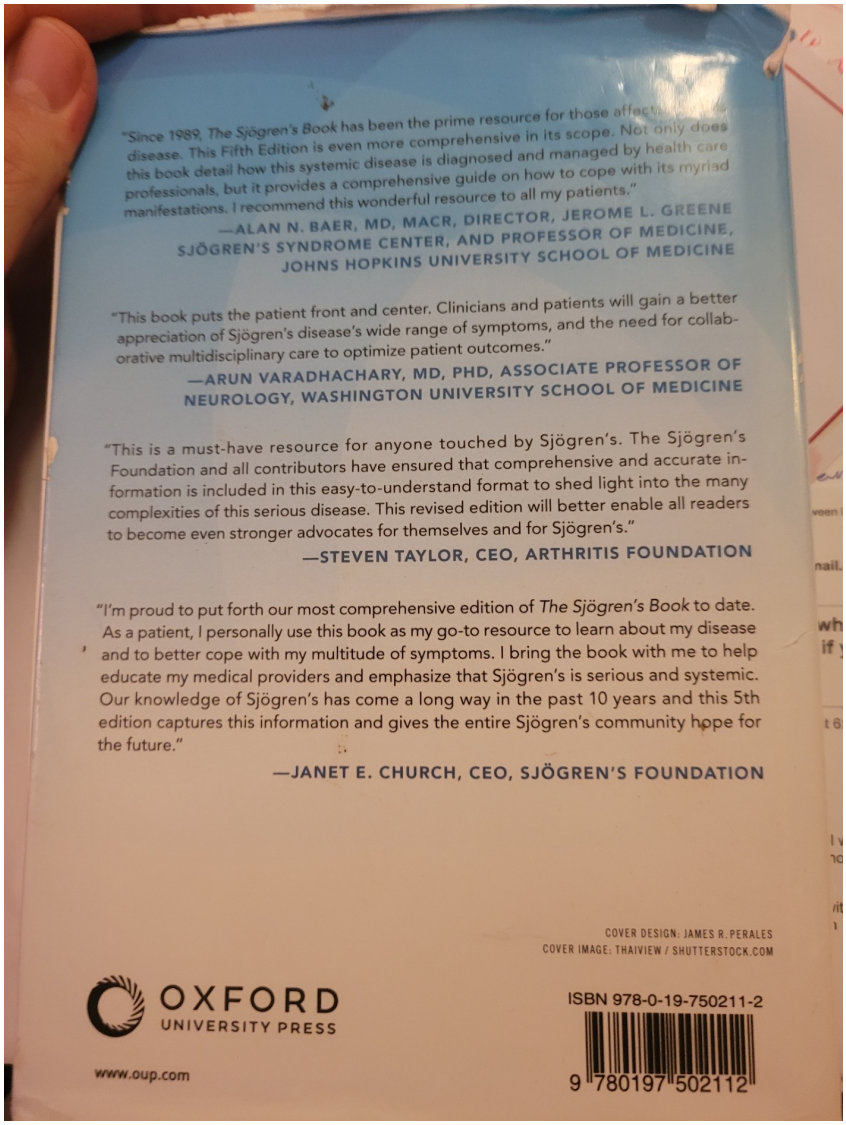
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
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OXFORD UNIVERSITY PRESS
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9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Saturday, December 16, 2023 12:58 PM
To: Jessica Jones
Subject: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.
> > You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
> >
> > ---
> >
> > Some basic questions....
> >
> > ---

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

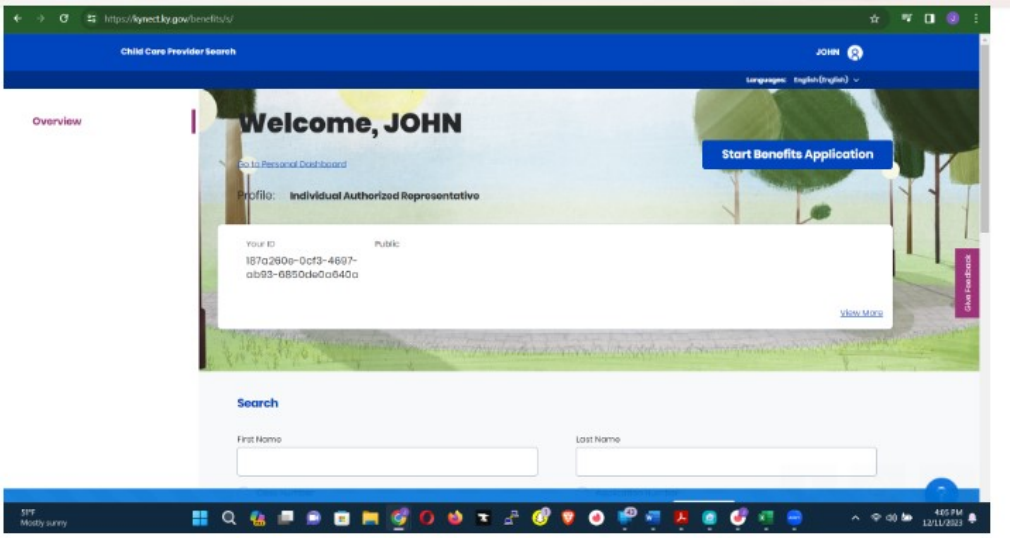
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

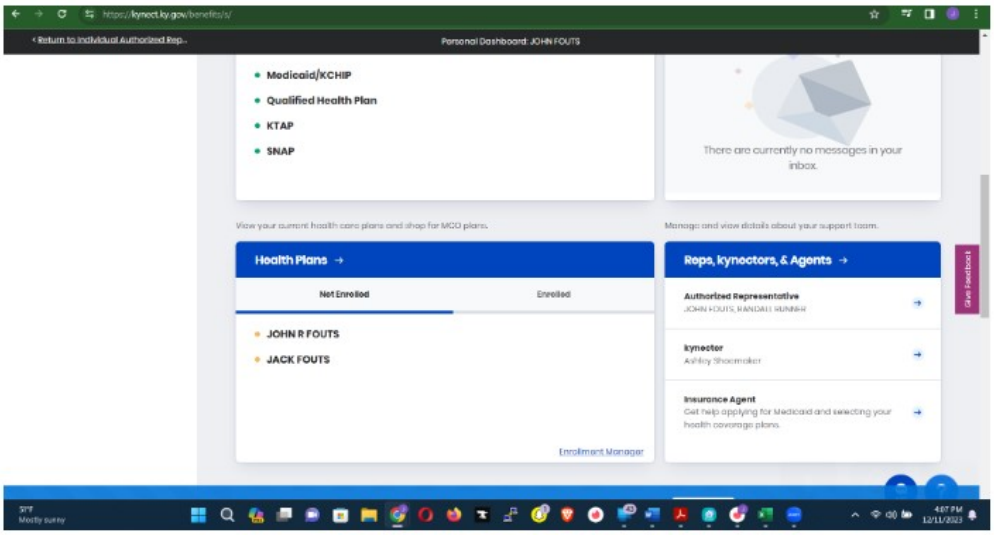
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

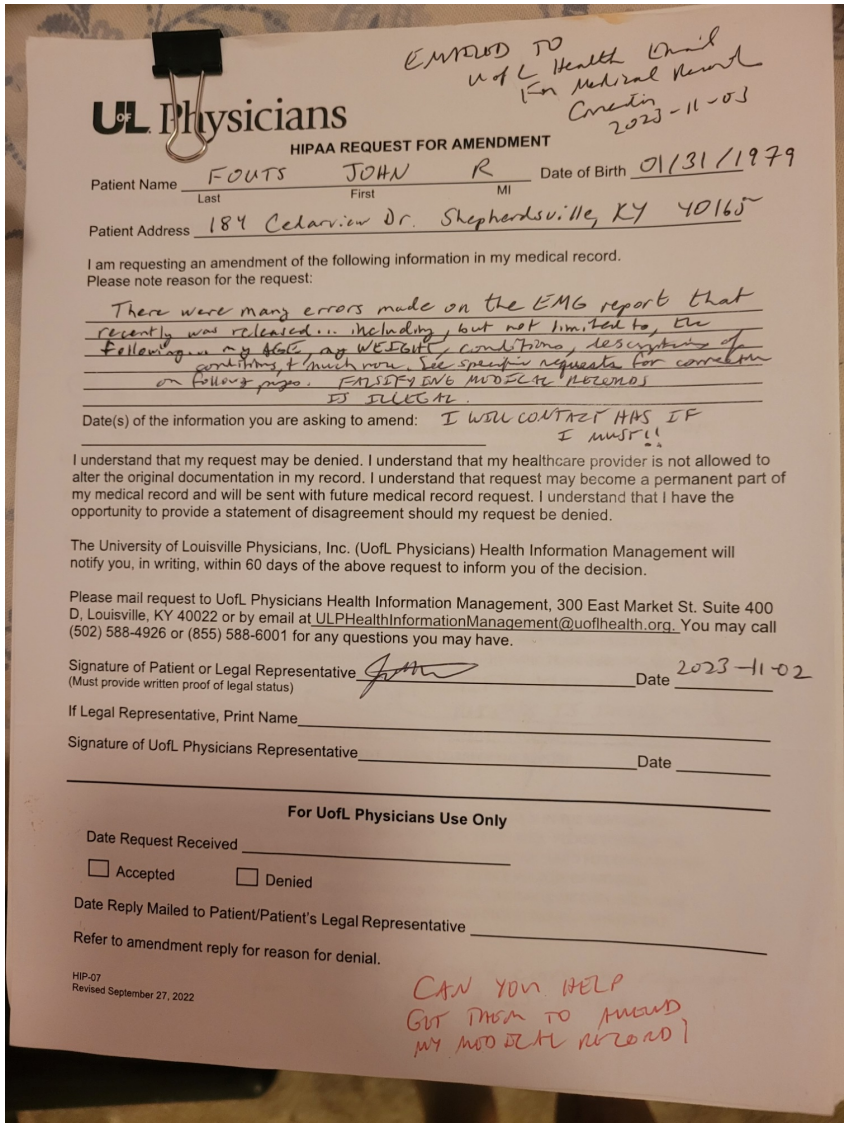
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: my AGE, my WEIGHT, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

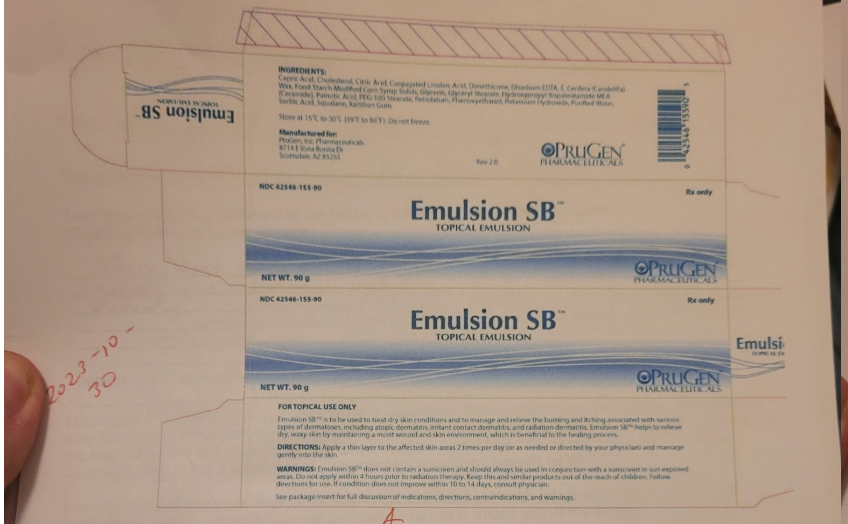
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?

10/30/23, 4:39 PM

Emulsion SB External Emulsion


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012

PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

10/30/23, 4:39 PM

Emulsion SB External Emulsion

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

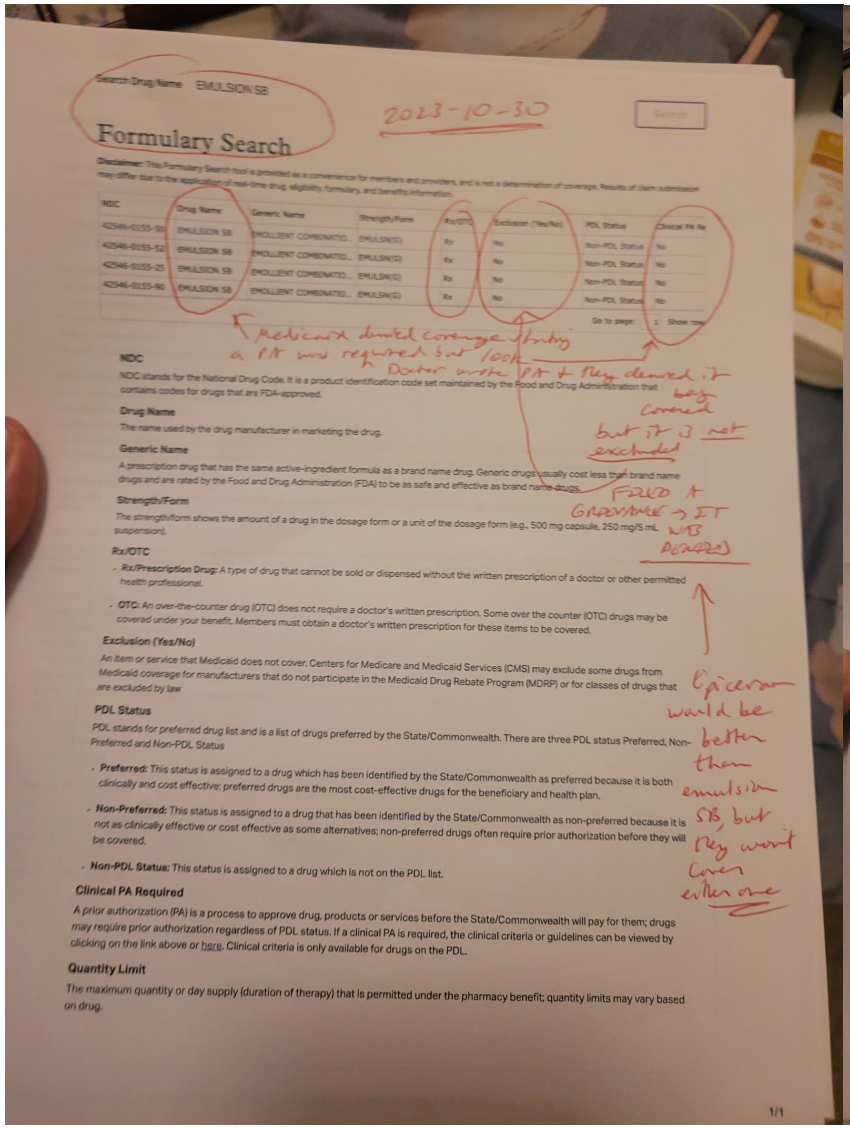
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Search

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GRADIENT → IT WAS DENIED

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

Opiceram would be better than emulsion SB, but they won't cover either one

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

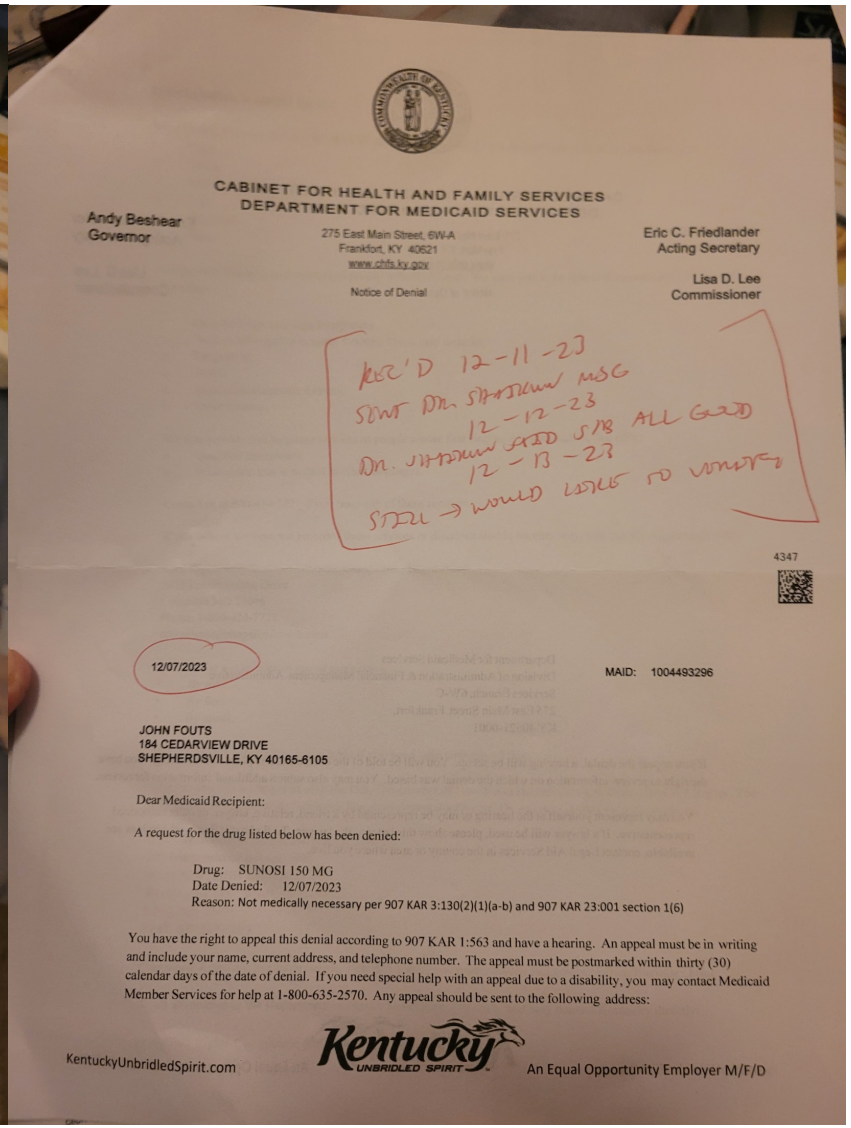
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOSE TO VOMITING

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

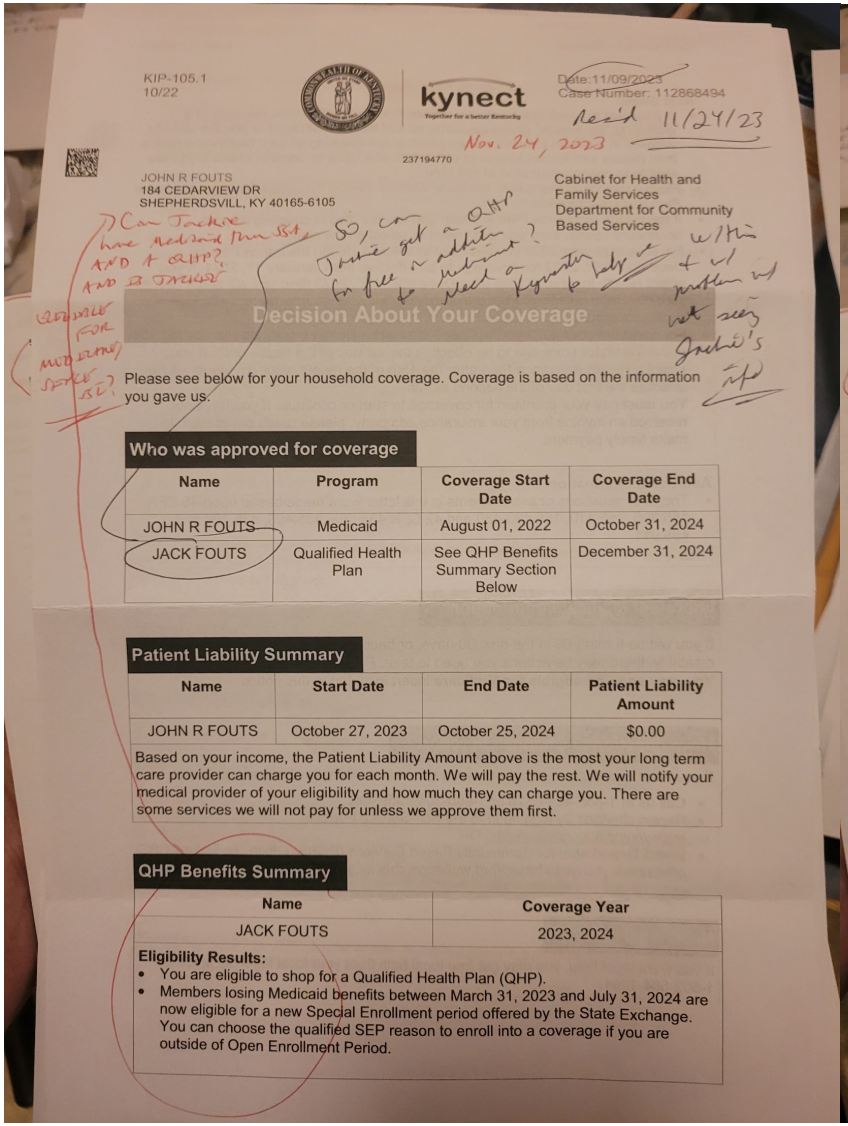
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

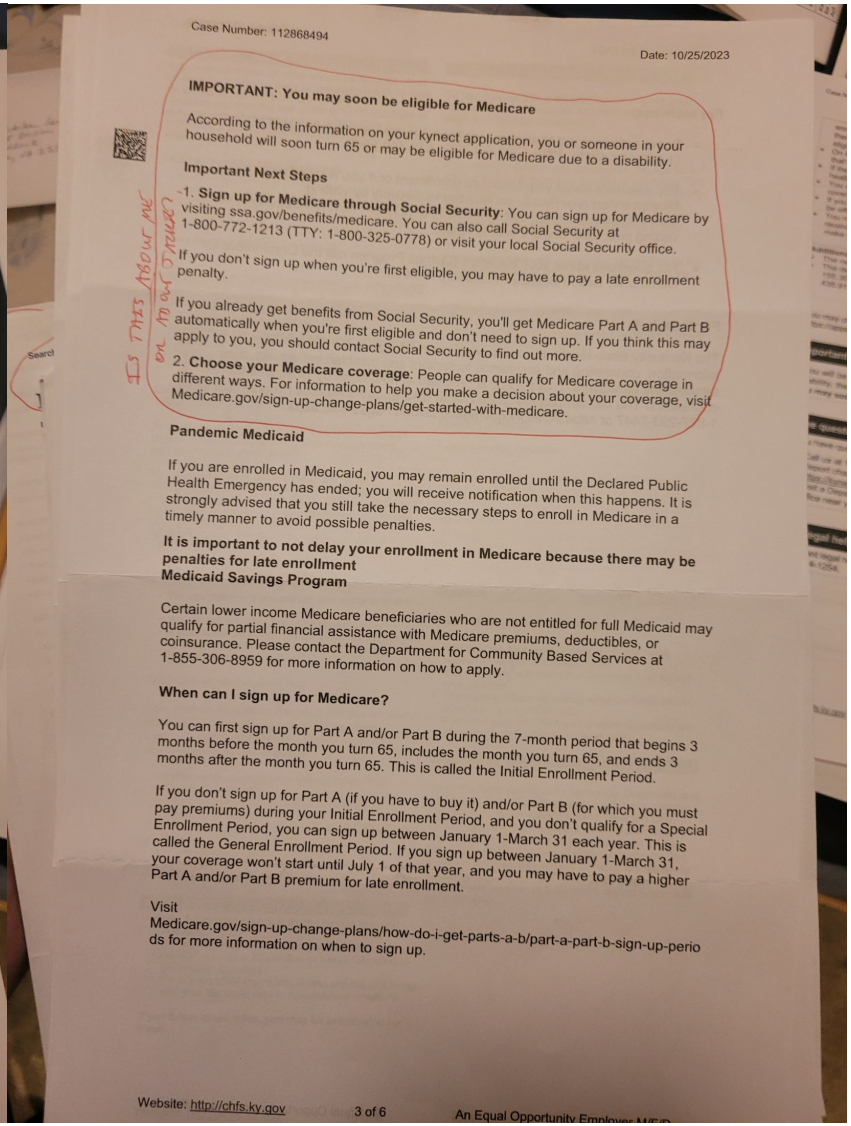
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

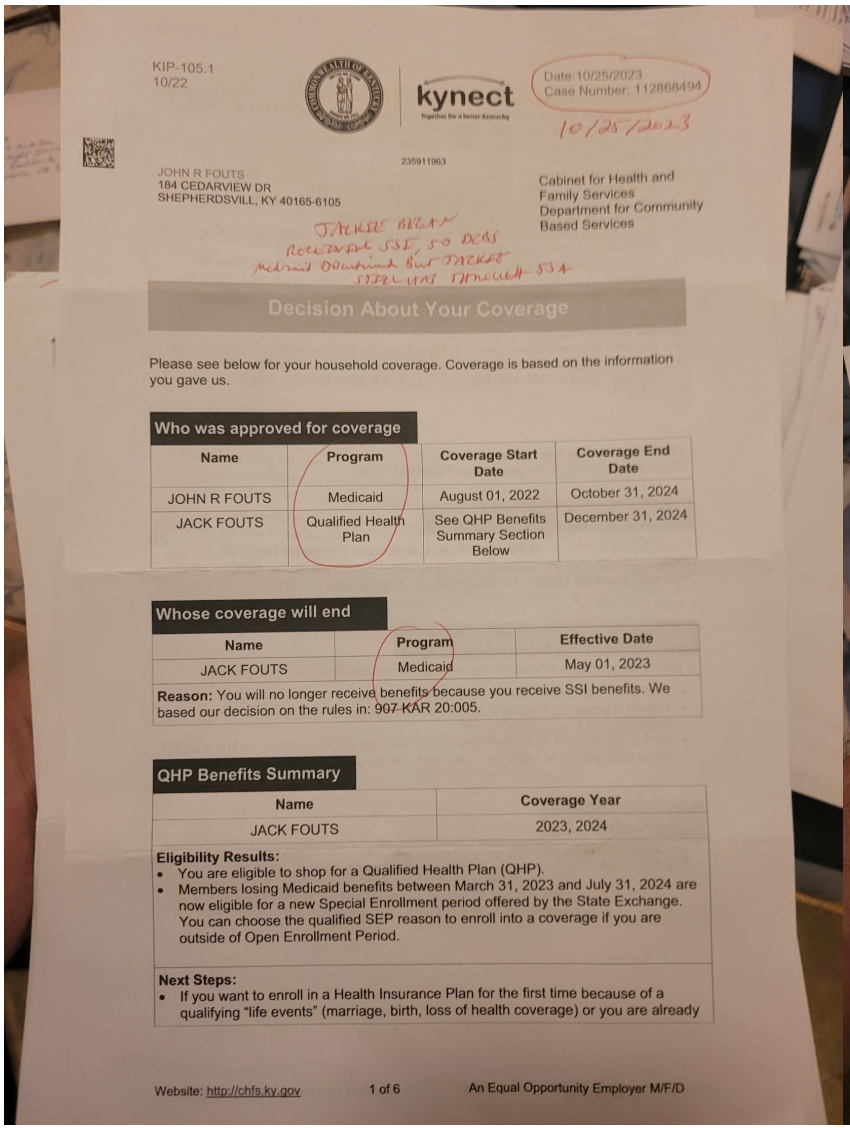
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS INCOME SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

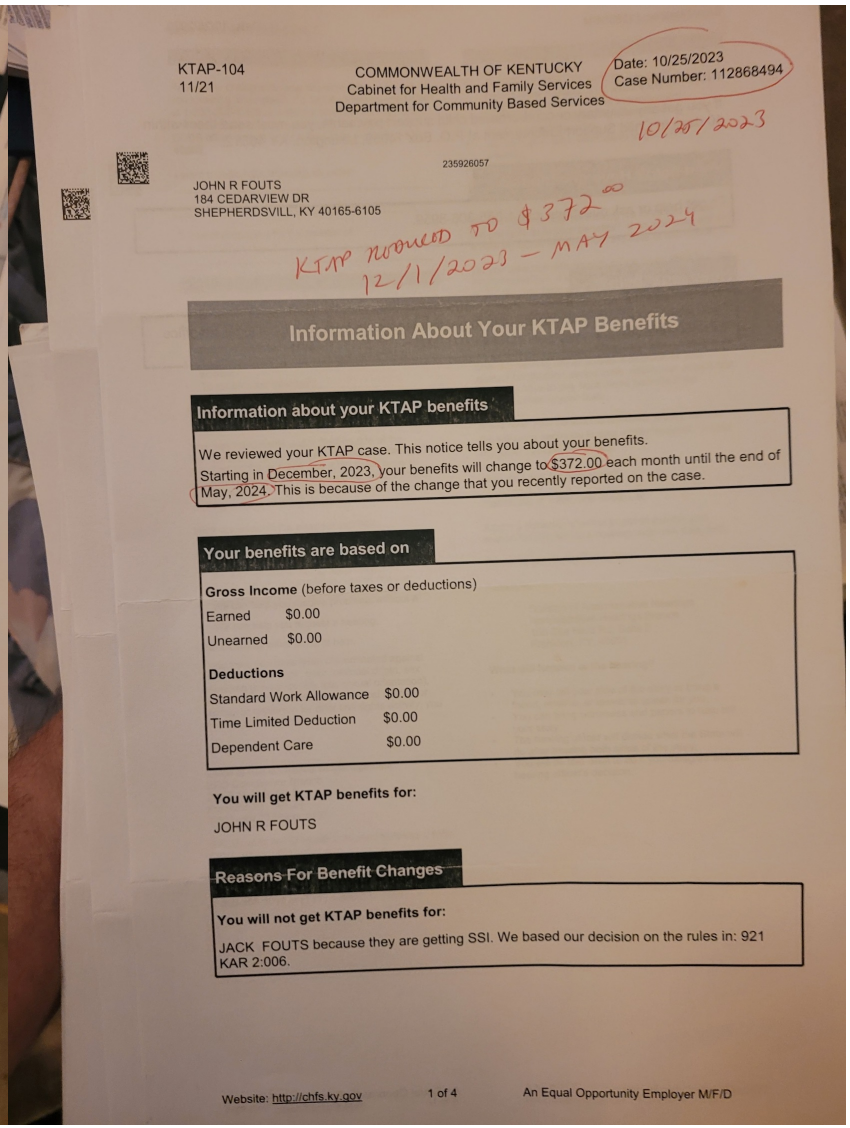
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

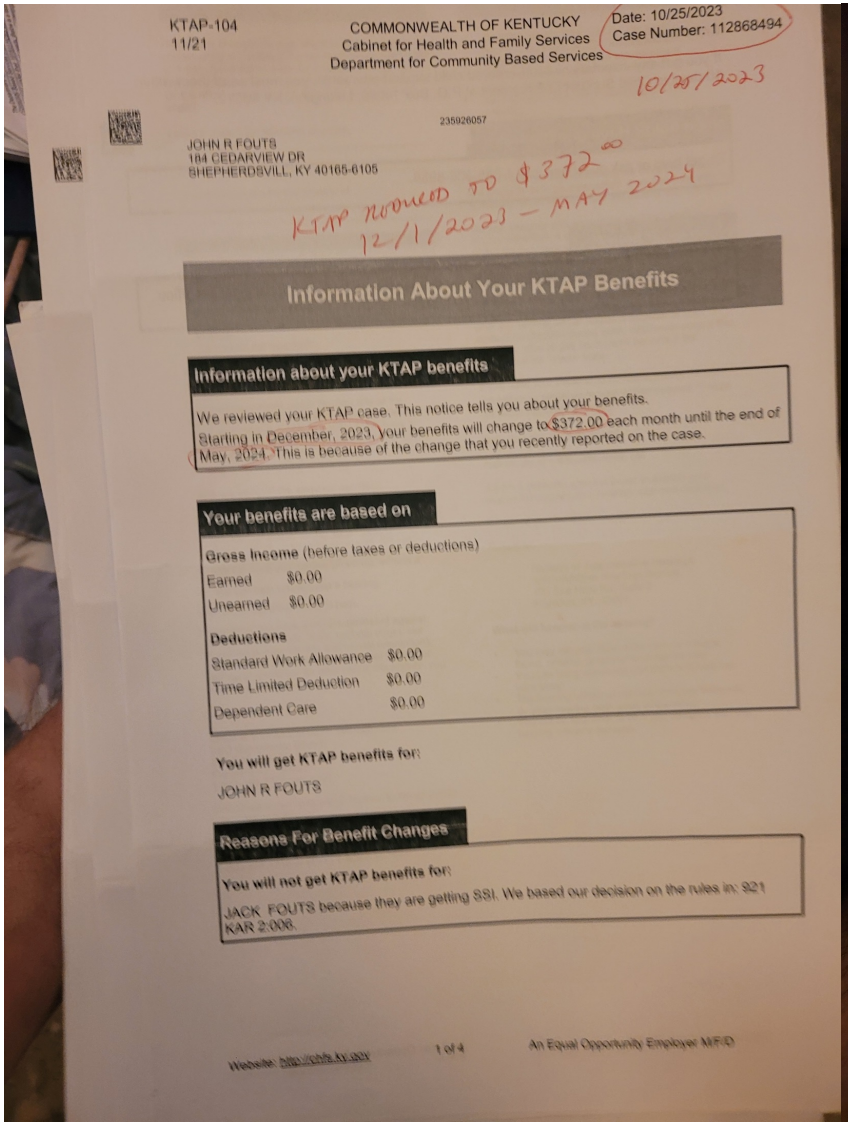
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

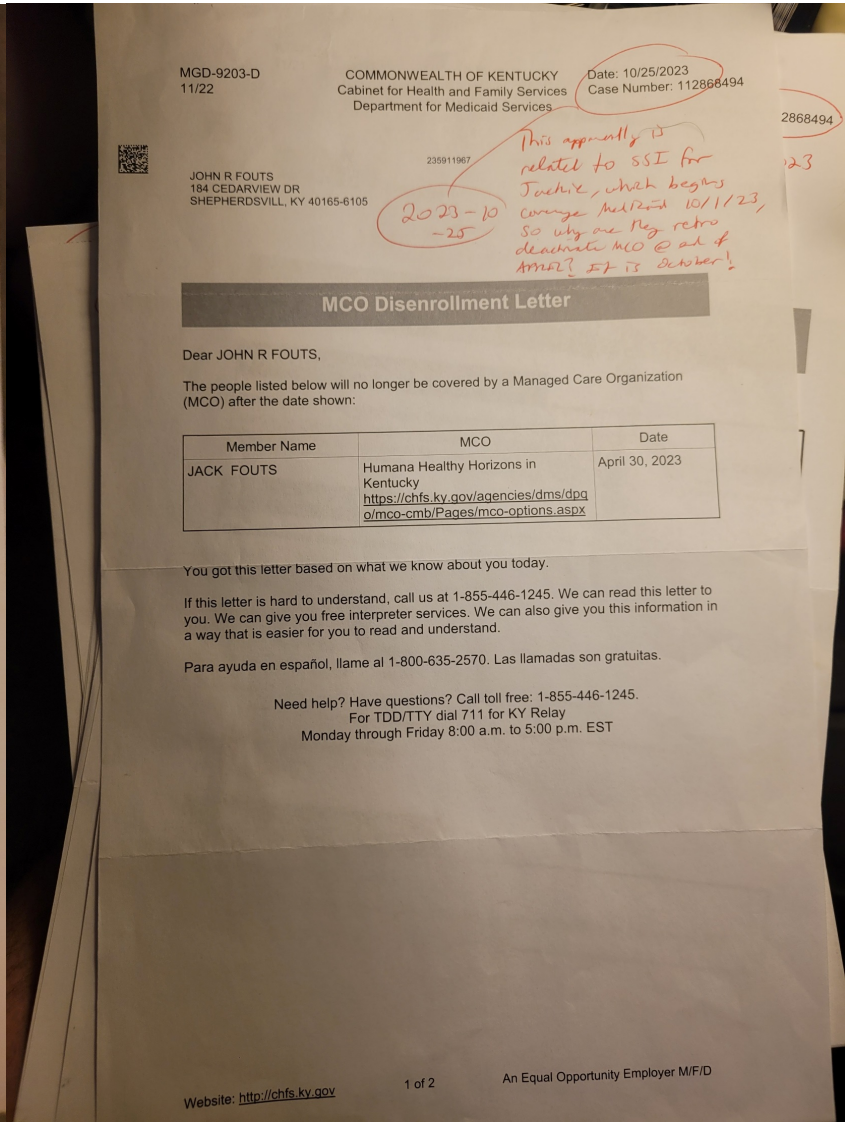
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

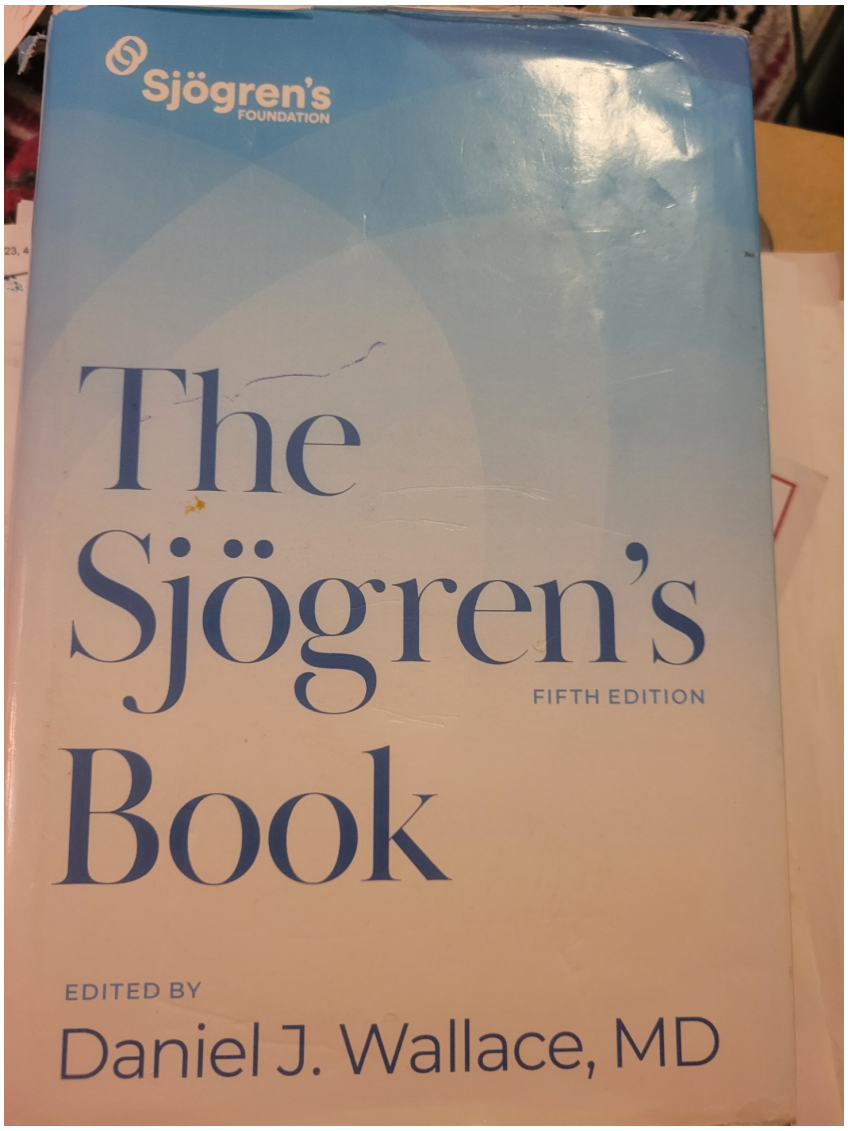
You got this letter based on what we know about you today.

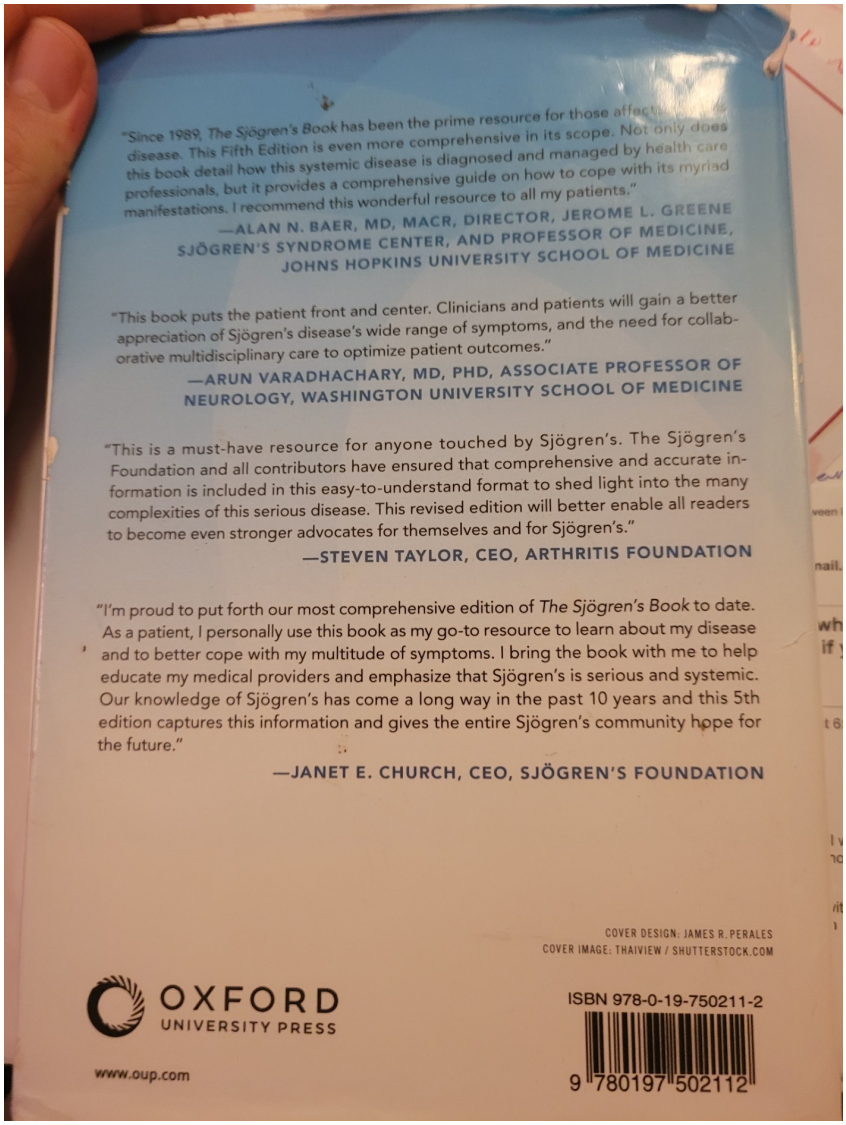
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Saturday, December 16, 2023 12:58 PM
To: Jessica Jones
Subject: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.
> > You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
> >
> > ---
> >
> > Some basic questions....
> >
> > ---

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

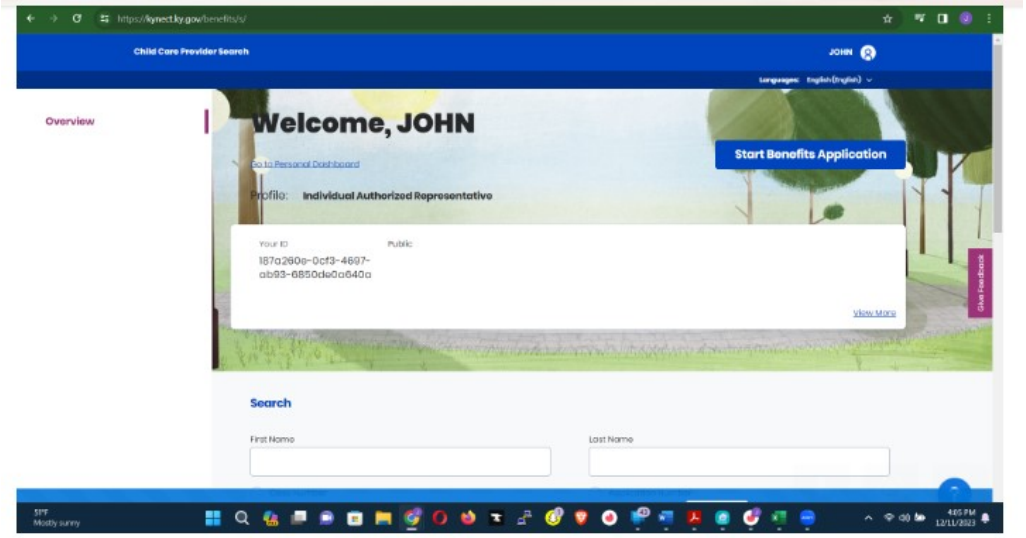
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

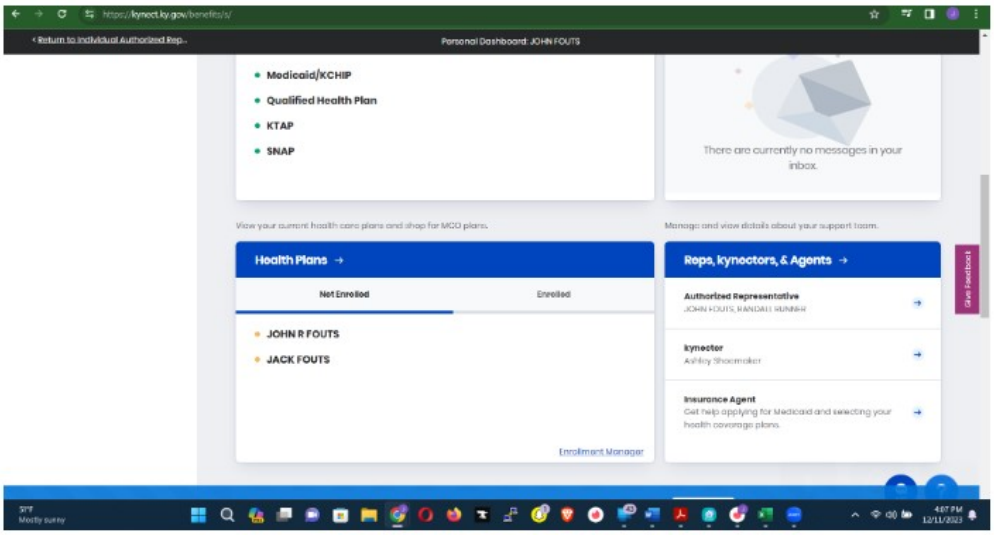
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

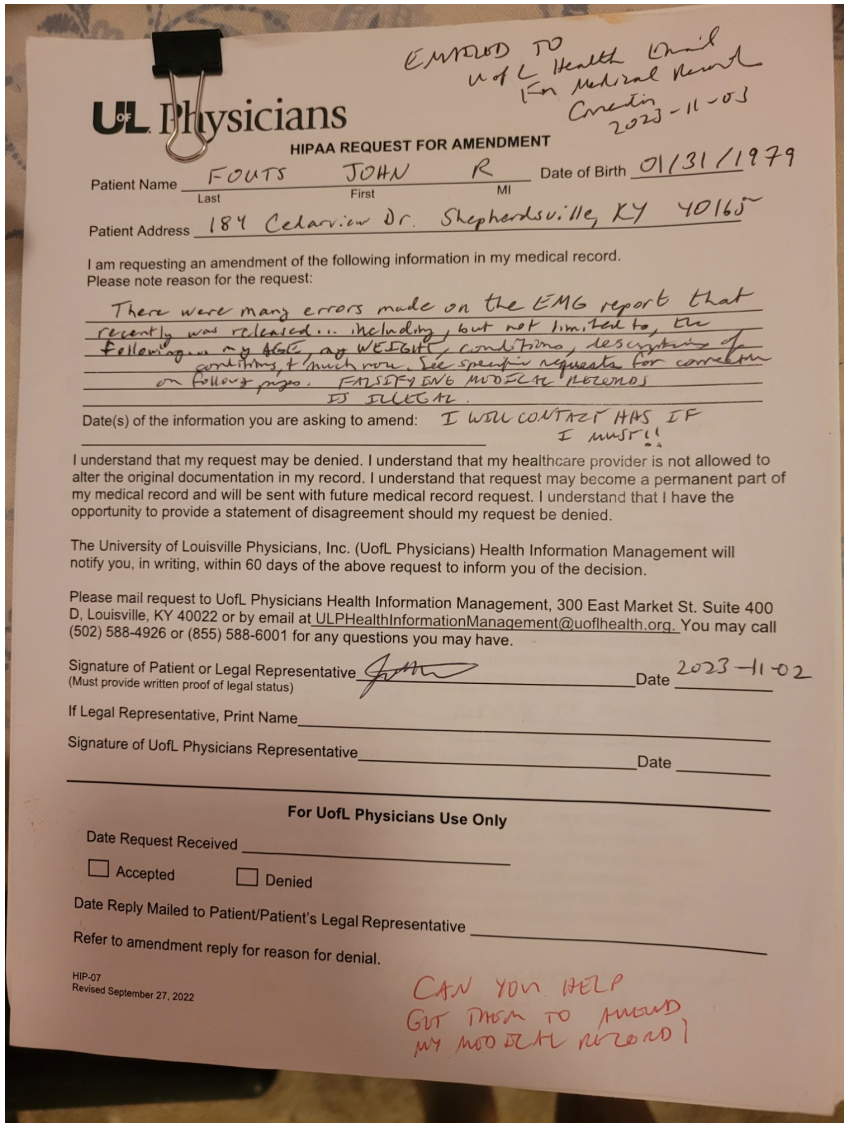
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Corrections 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: my AGE, my WEIGHT, conditions, descriptions of conditions, & much more. See specific requests for corrections on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

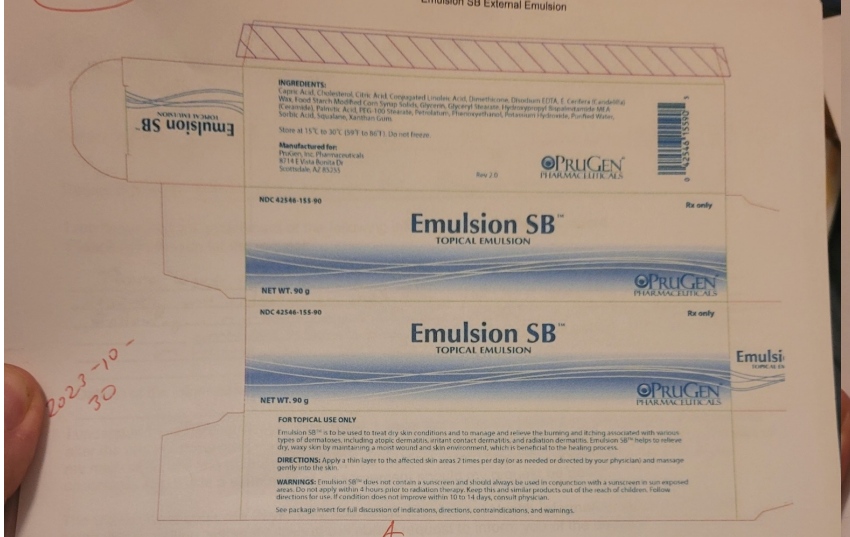
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

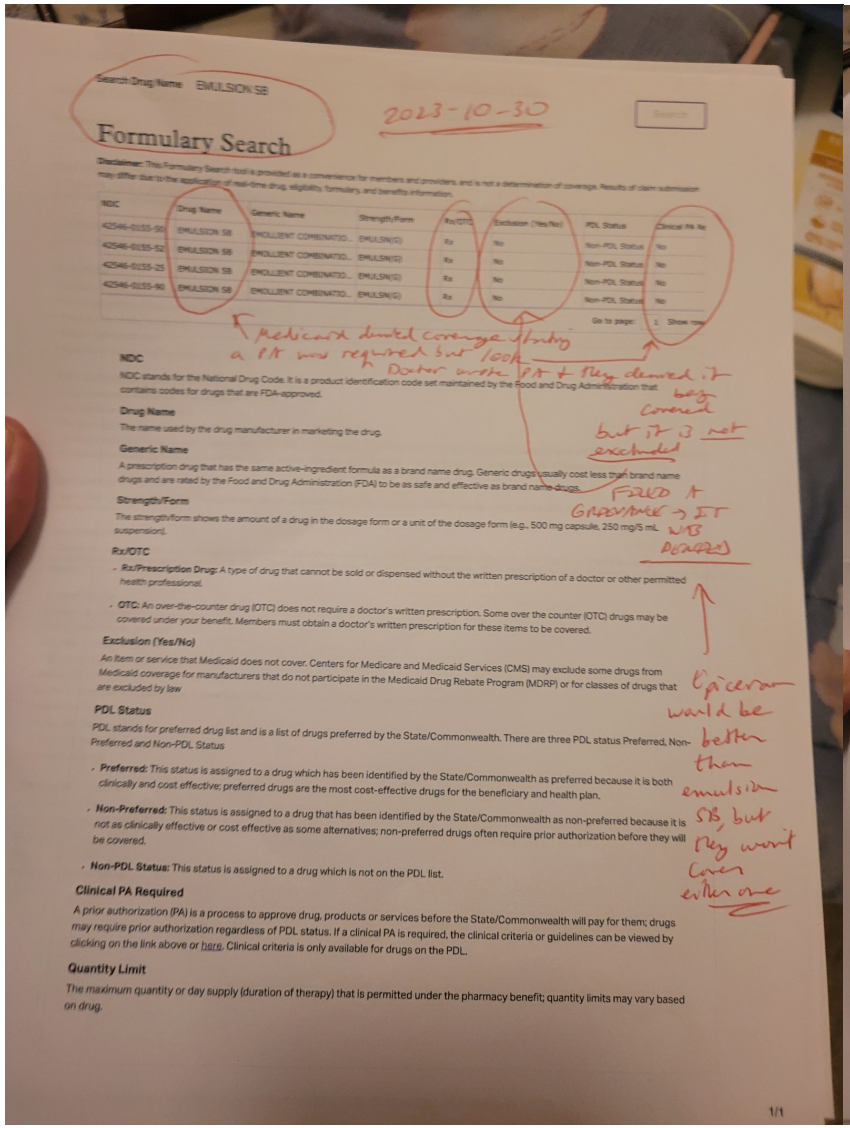
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GRADIENT → IT WAS DENIED

Pharmacist would be better than emulsion SB, but they won't cover either one

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

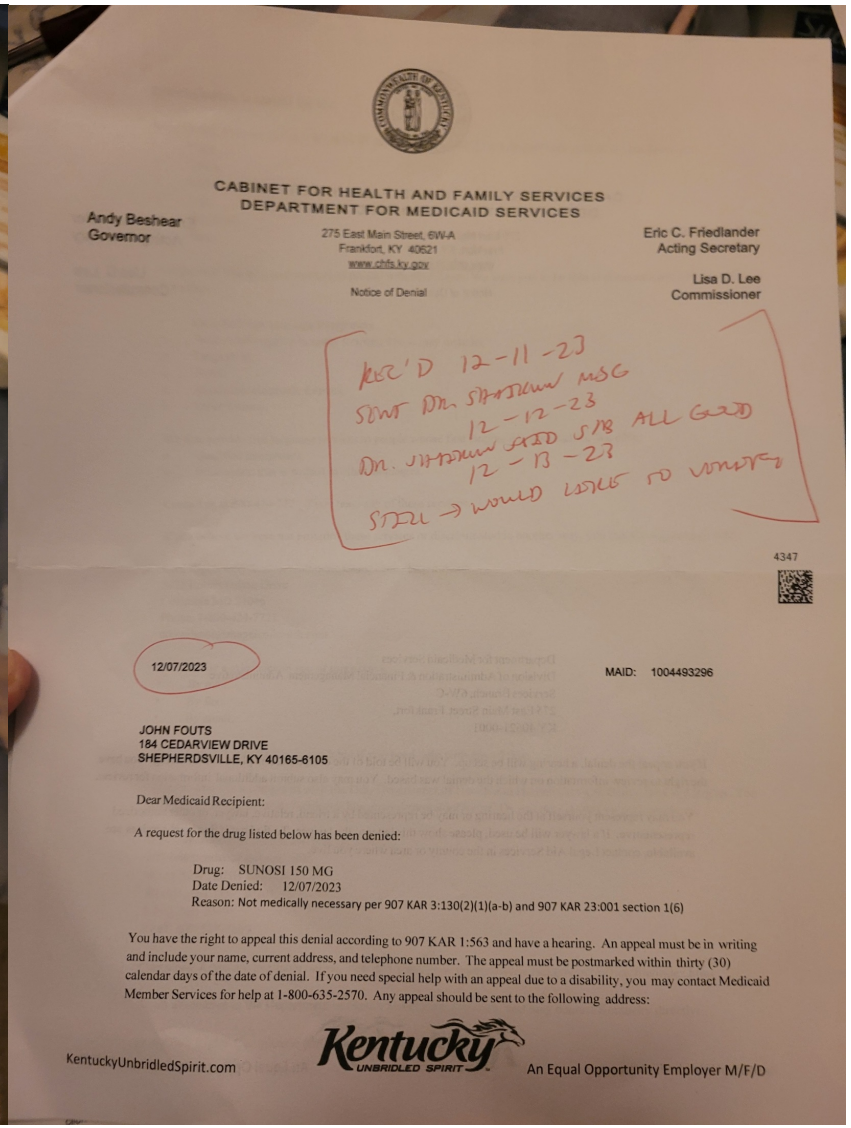
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG
12-12-23
DR. STRICKLAND SAID S/B ALL GOOD
12-13-23
STILL → WOULD LOSE TO VOMITING

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

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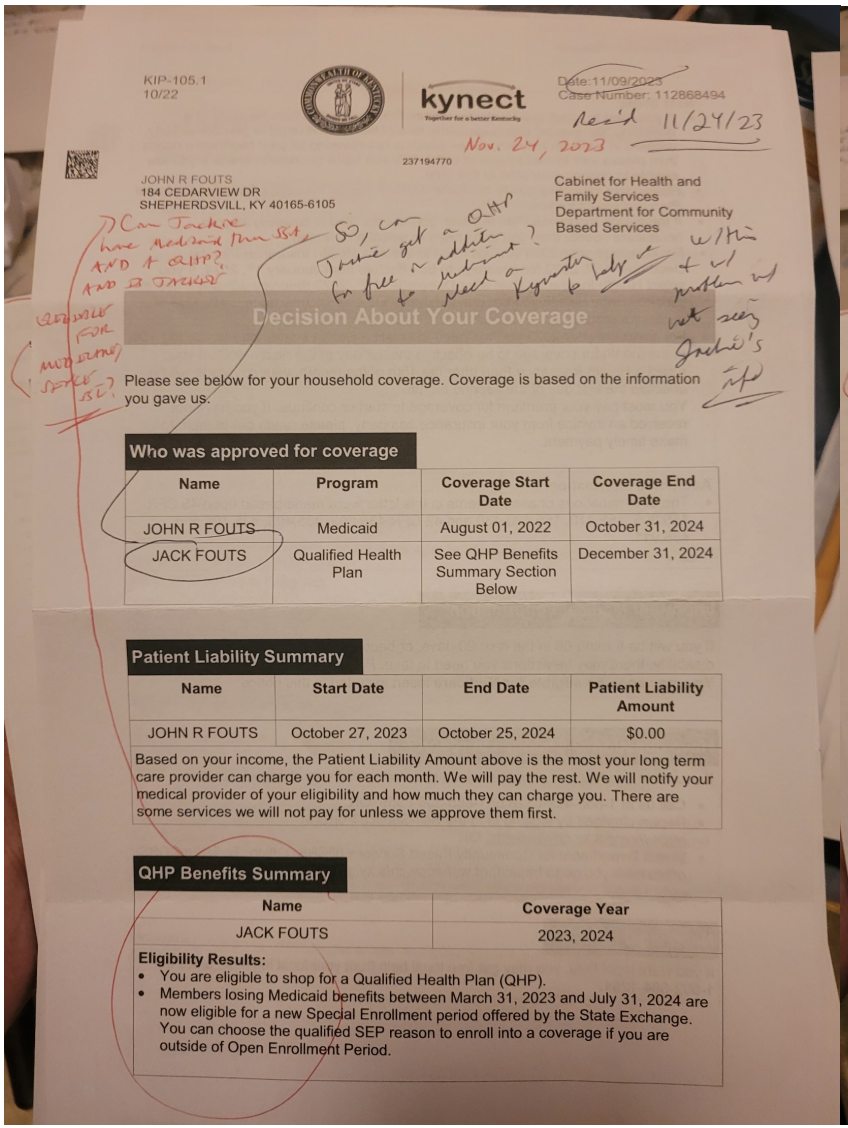


KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

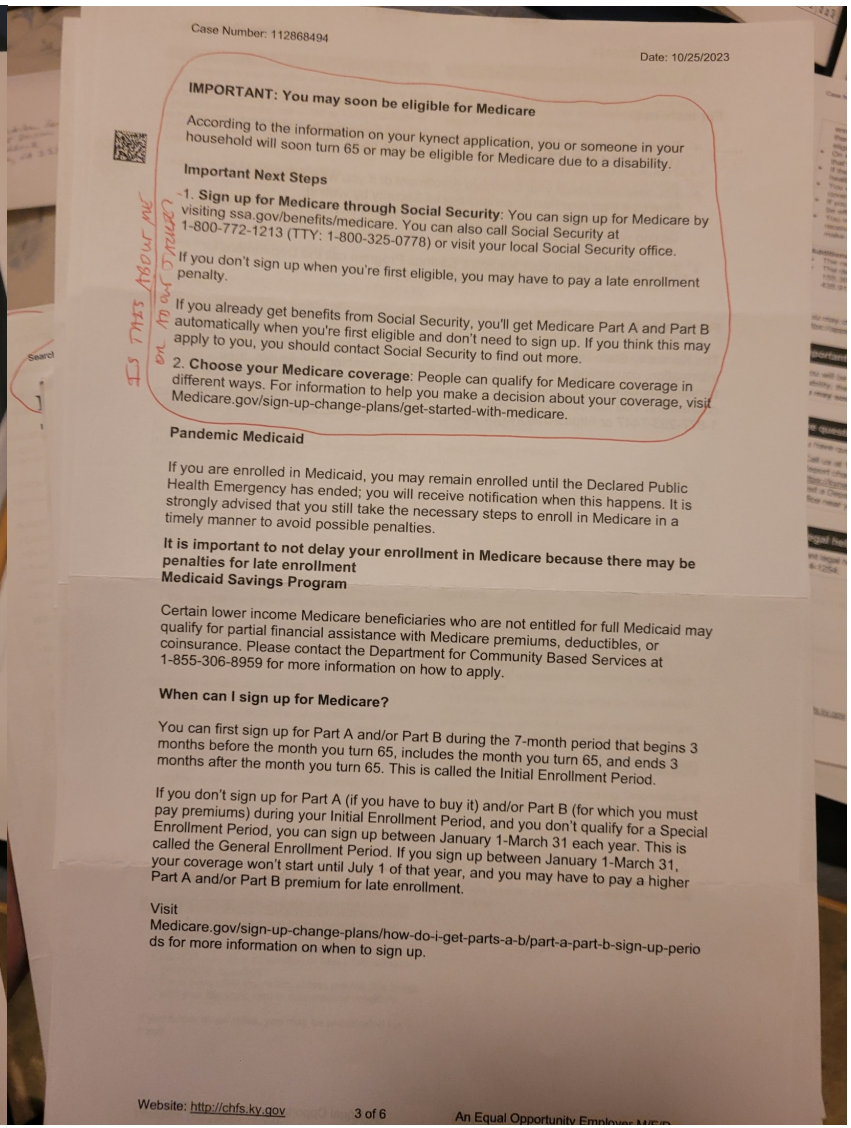
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

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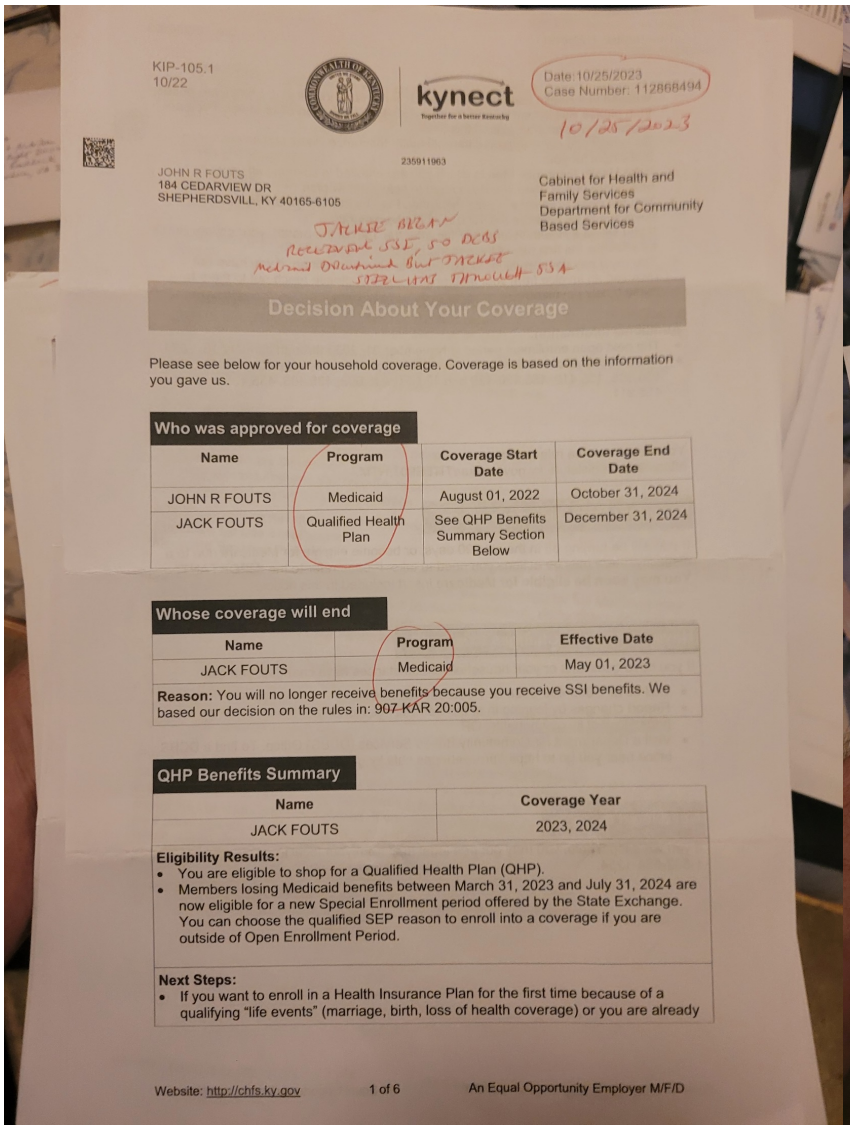


KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS INCOME SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

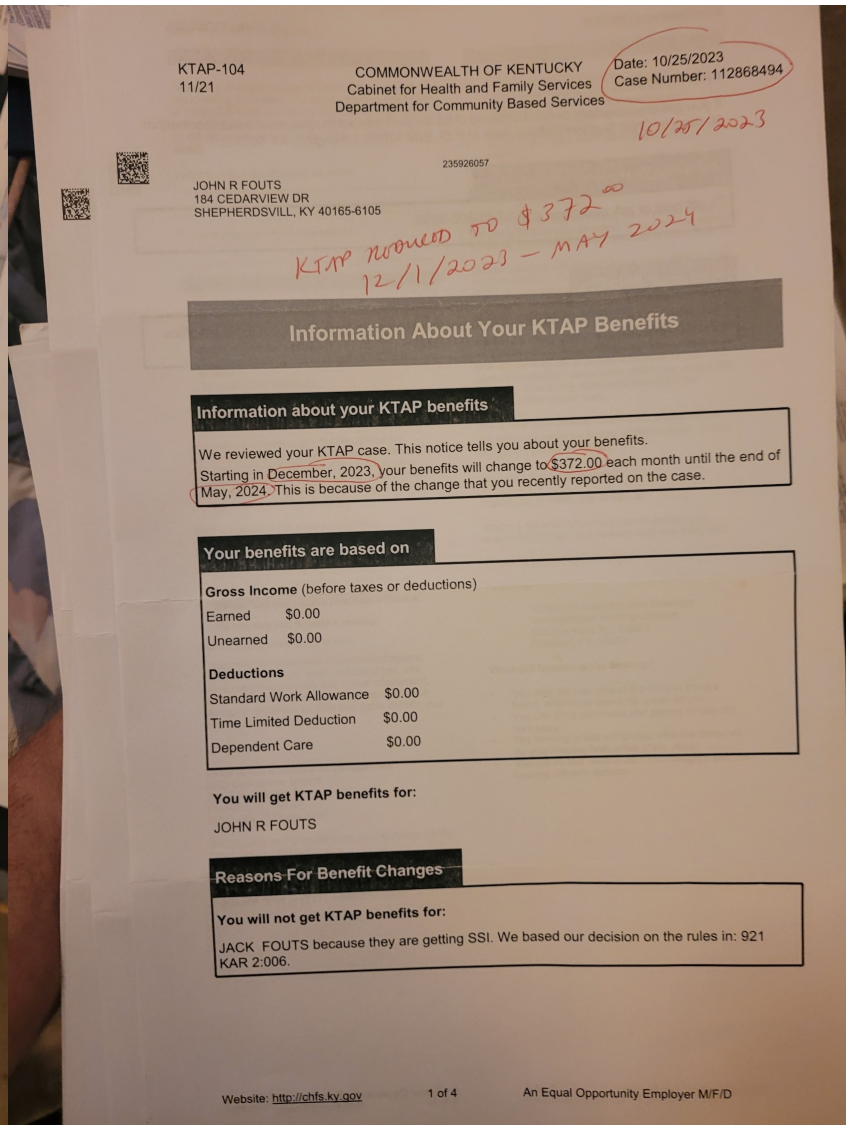
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP INCREASED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

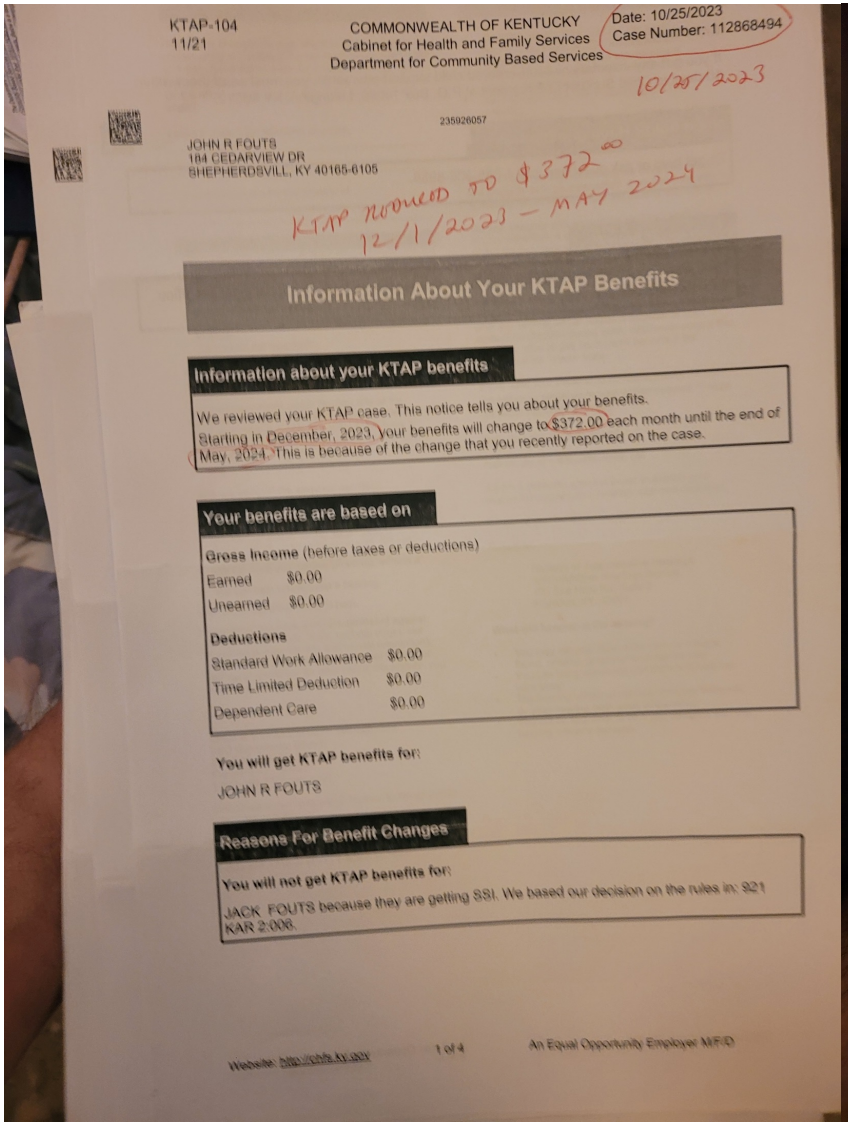
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

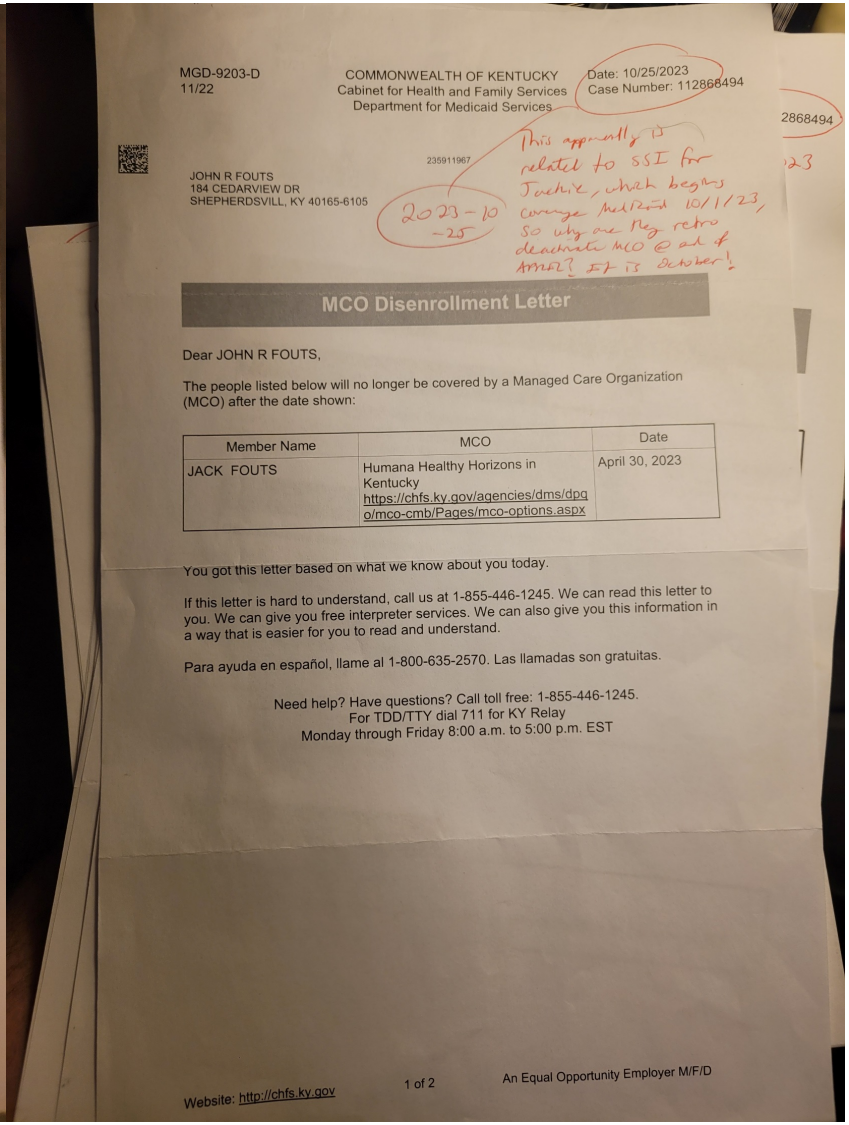
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

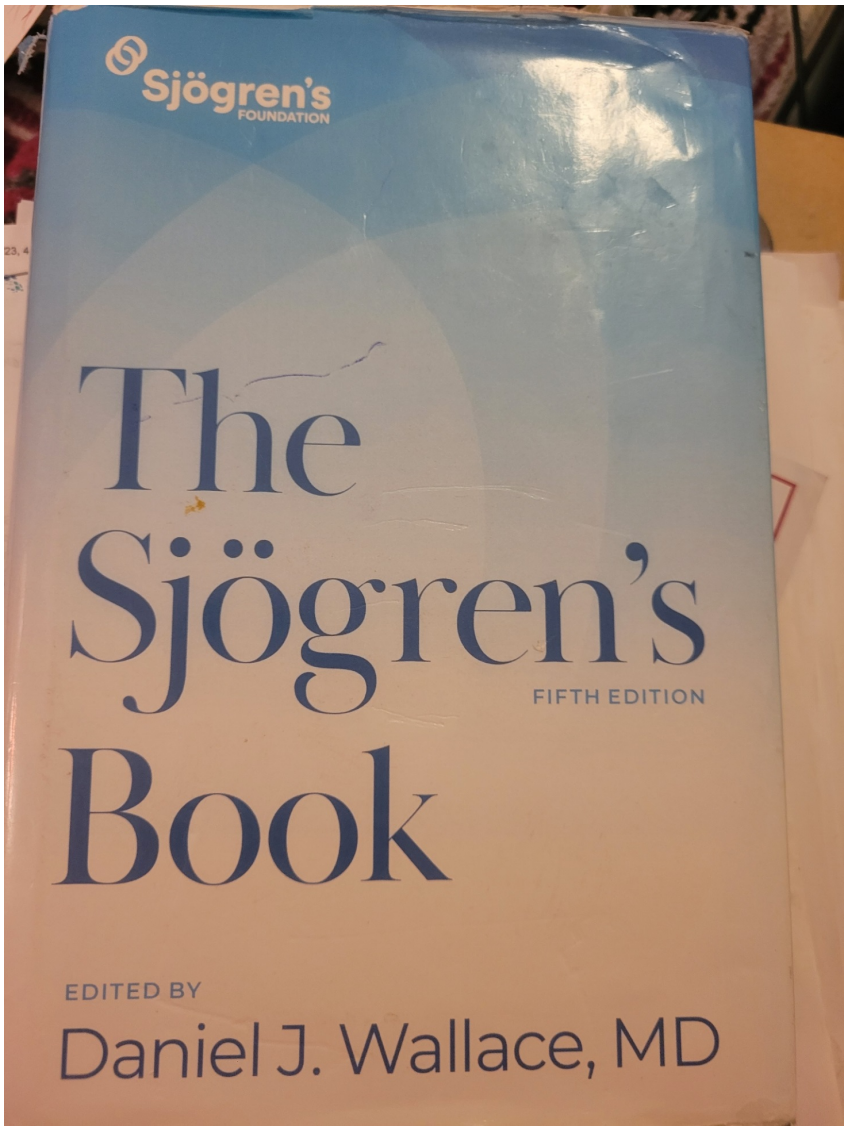
You got this letter based on what we know about you today.

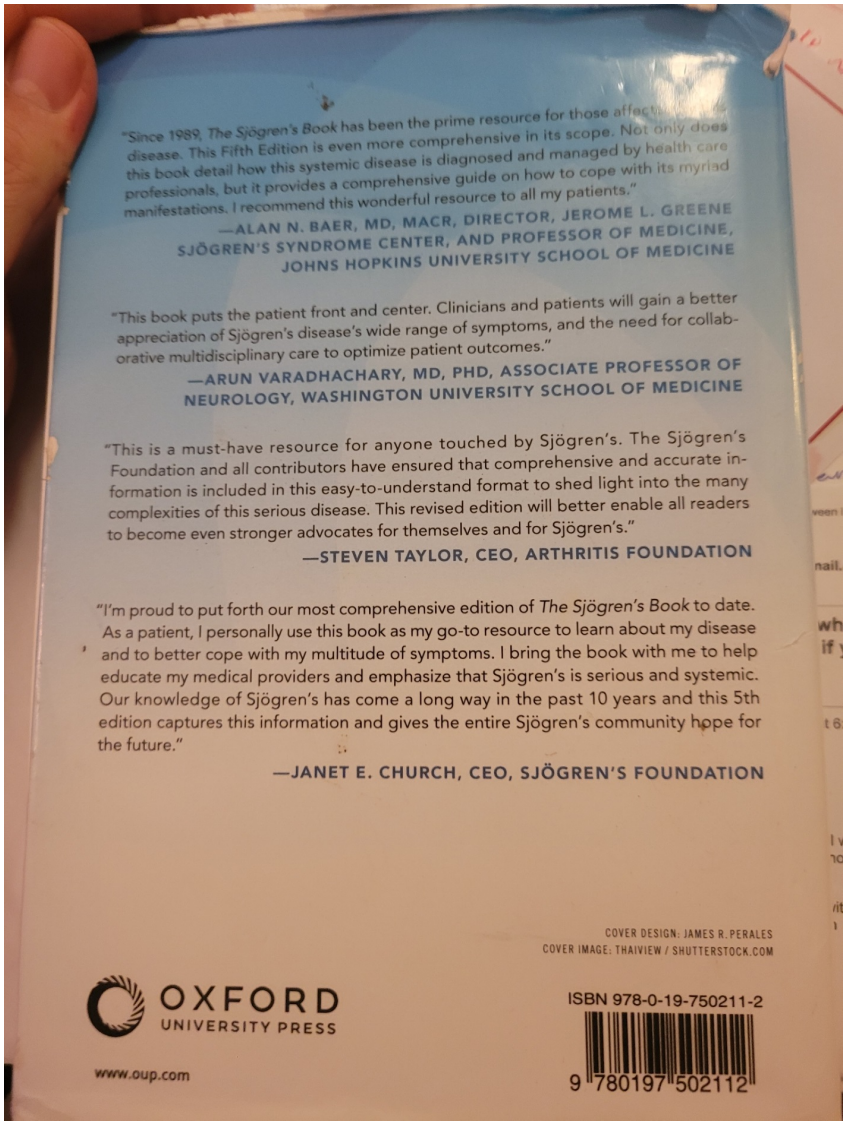
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Saturday, December 16, 2023 12:58 PM
To: Jessica Jones
Subject: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.
> > You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
> >
> > ---
> >
> > Some basic questions....
> >
> > ---

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

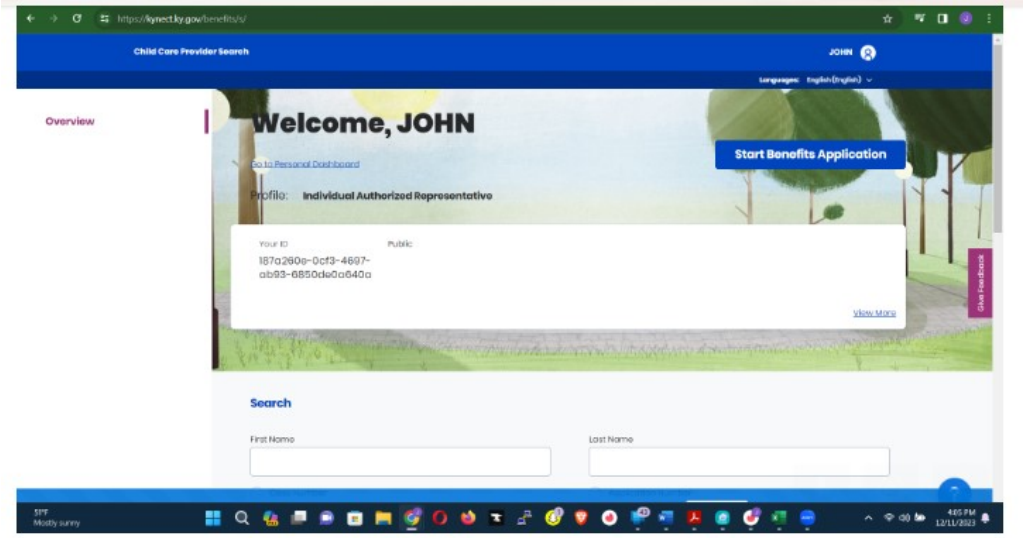
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

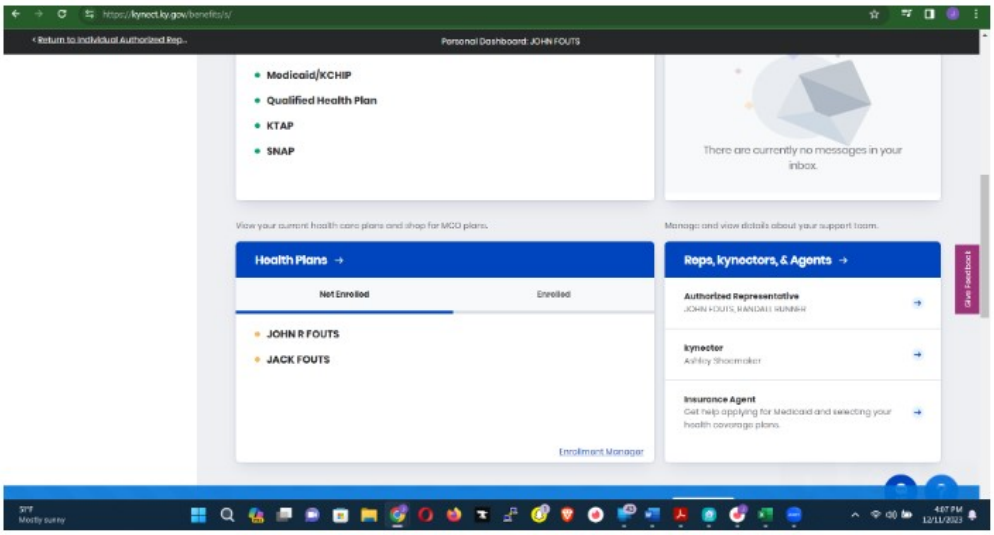
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

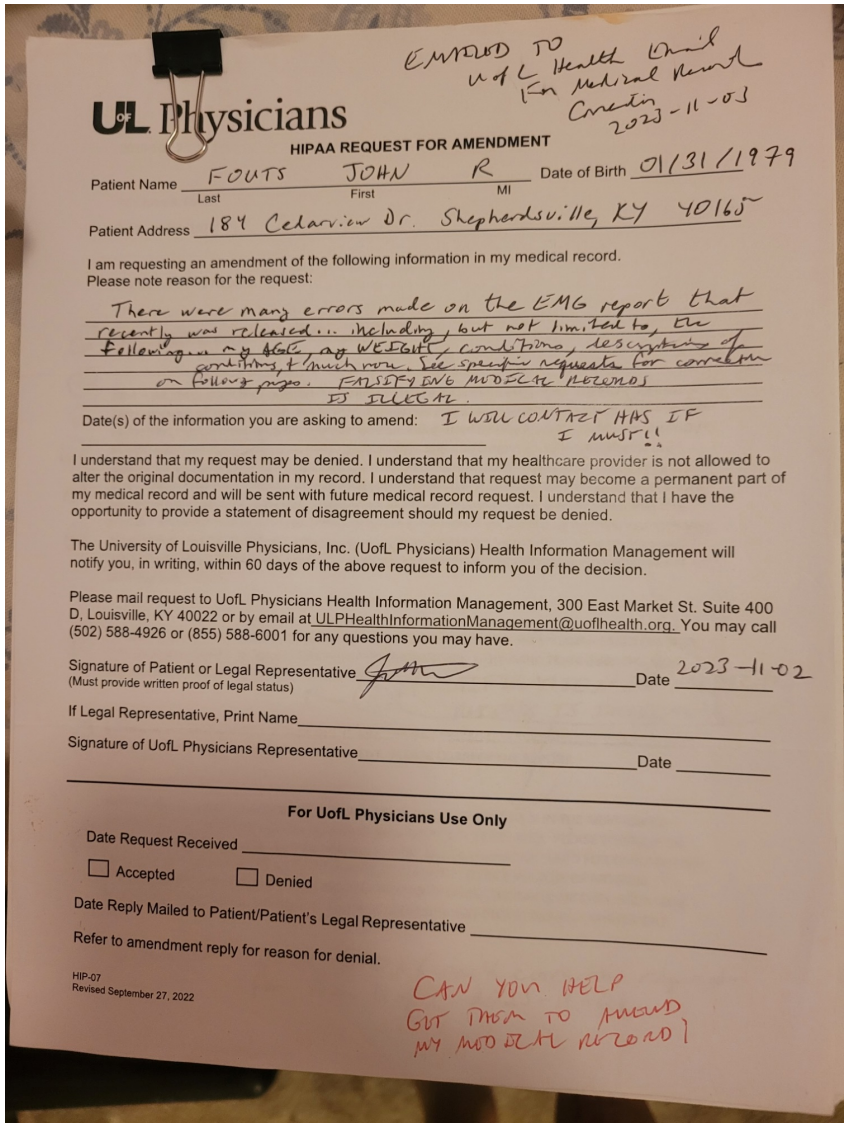
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: ~~my AGE, my WEIGHT~~, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

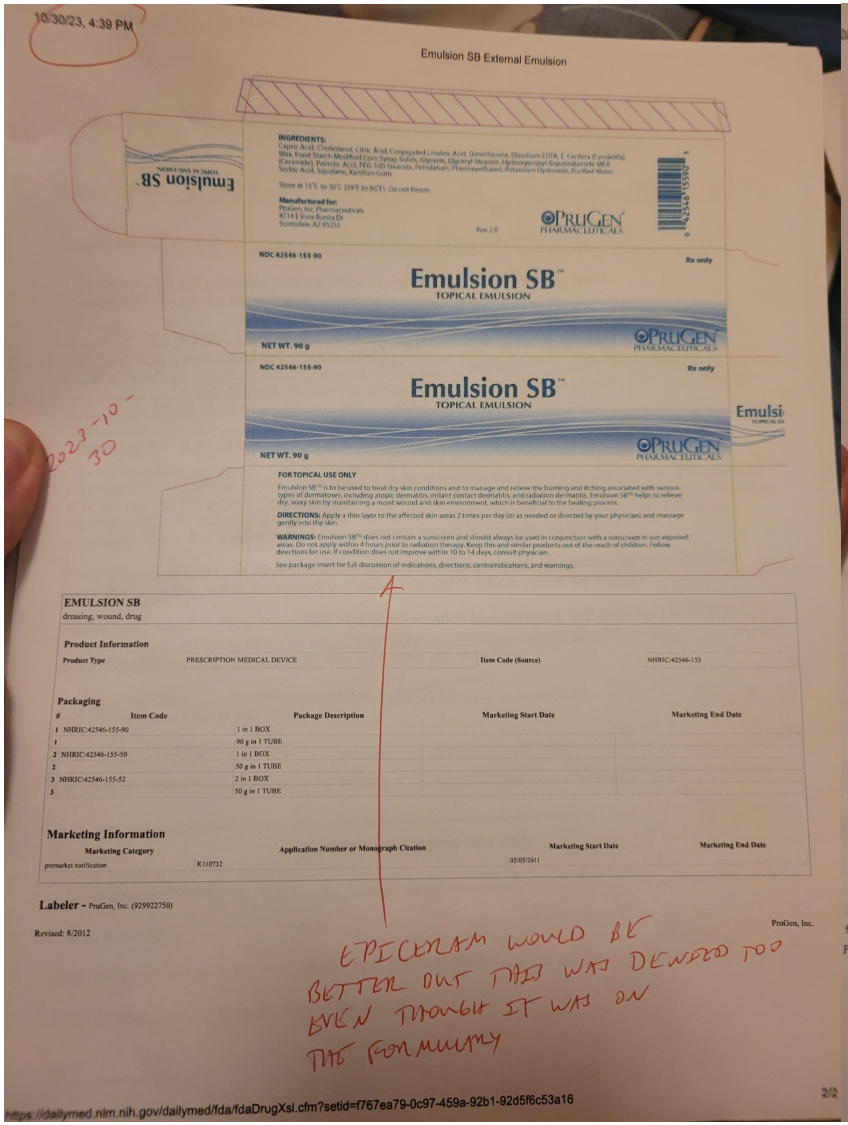
☐ Accepted ☐ Denied

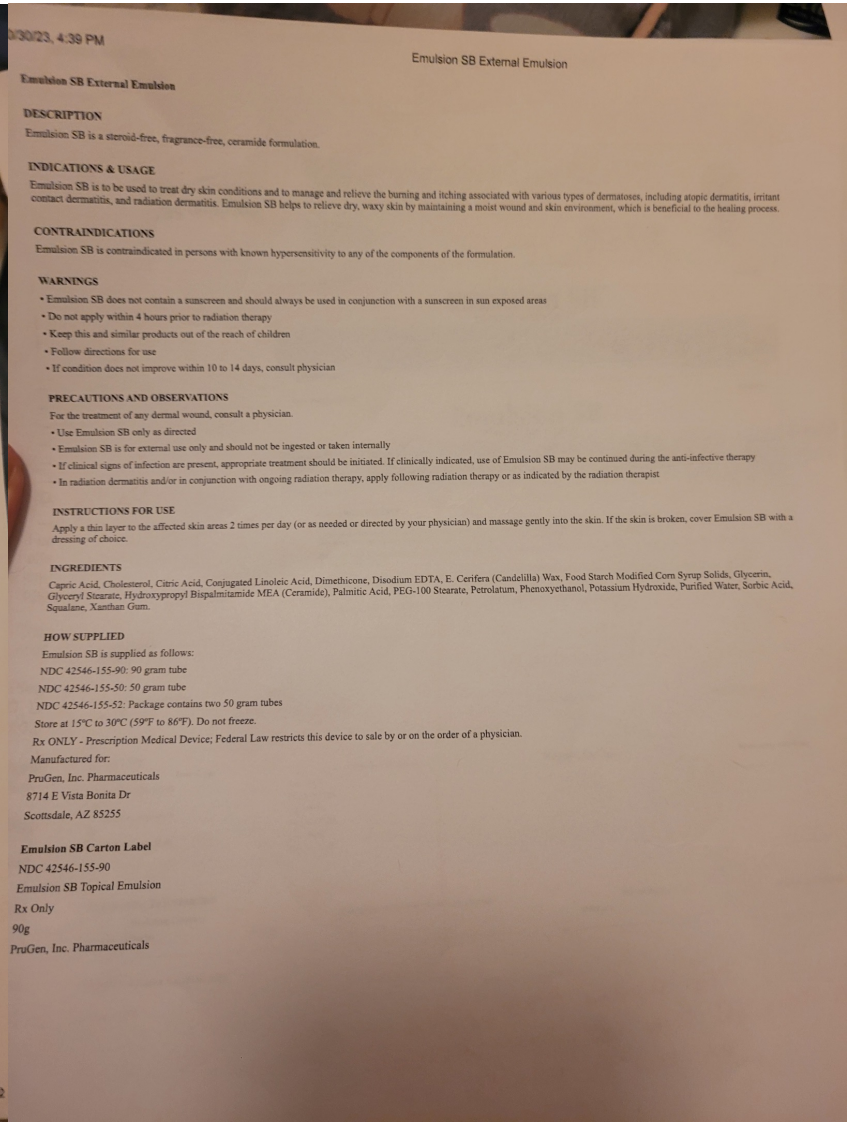
Date Reply Mailed to Patient/Patient's Legal Representative _____

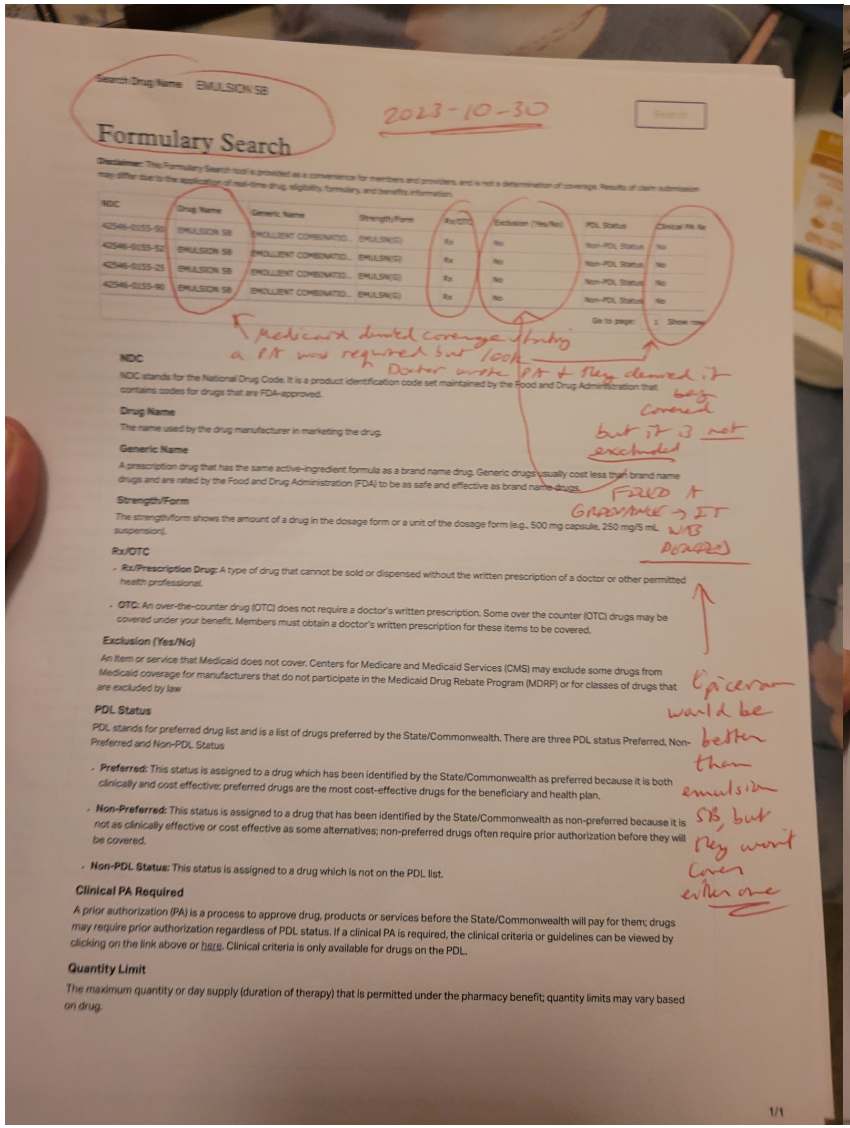
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


10/30/23, 4:39 PM
Emulsion SB External Emulsion
INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.
2023-10-30
EMULSION SB
dressing, wound, drug
Product Information
Product Type PRESCRIPTION MEDICAL DEVICE
Item Code (Source) NHRIC:42546-155
Packaging
Item Code Package Description Marketing Start Date Marketing End Date
1 NHRIC:42546-155-90 1 in 1 BOX
1 90 g in 1 TUBE
2 NHRIC:42546-155-50 1 in 1 BOX
2 50 g in 1 TUBE
3 NHRIC:42546-155-52 2 in 1 BOX
3 50 g in 1 TUBE
Marketing Information
Marketing Category Application Number or Monograph Citation Marketing Start Date Marketing End Date
premarket notification K110732 05/05/2011
Labeler - PruGen, Inc. (929922750)
Revised: 8/2012
PruGen, Inc.
EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY
https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16
2/2


10/30/23, 4:39 PM
Emulsion SB External Emulsion
Emulsion SB External Emulsion
DESCRIPTION
Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.
INDICATIONS & USAGE
Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
CONTRAINDICATIONS
Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.
WARNINGS
• Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
• Do not apply within 4 hours prior to radiation therapy
• Keep this and similar products out of the reach of children
• Follow directions for use
• If condition does not improve within 10 to 14 days, consult physician
PRECAUTIONS AND OBSERVATIONS
For the treatment of any dermal wound, consult a physician.
• Use Emulsion SB only as directed
• Emulsion SB is for external use only and should not be ingested or taken internally
• If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
• In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist
INSTRUCTIONS FOR USE
Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.
INGREDIENTS
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
HOW SUPPLIED
Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GENERIC → IT WAS DENIED

Opioid would be better than emulsion SB, but they won't cover either one

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

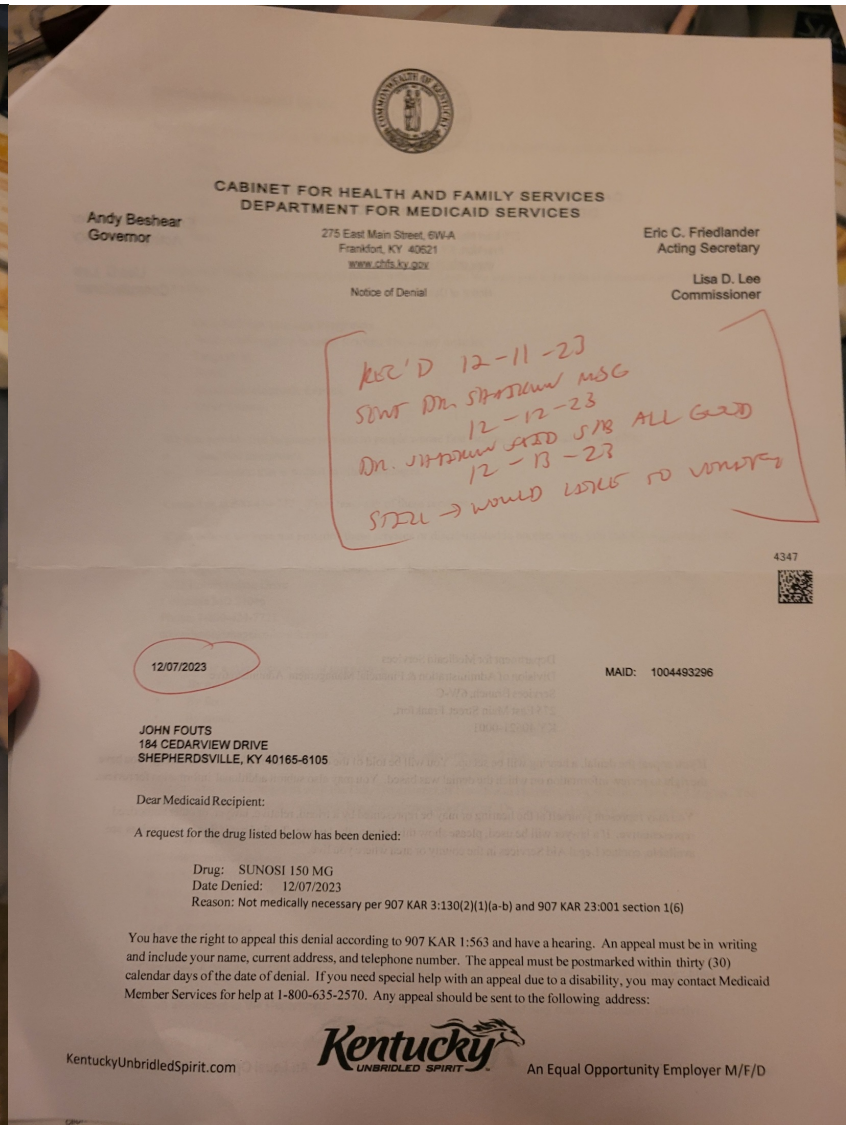
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRATTON MSG 12-12-23
DR. STRATTON SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOSE TO VOMITING

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

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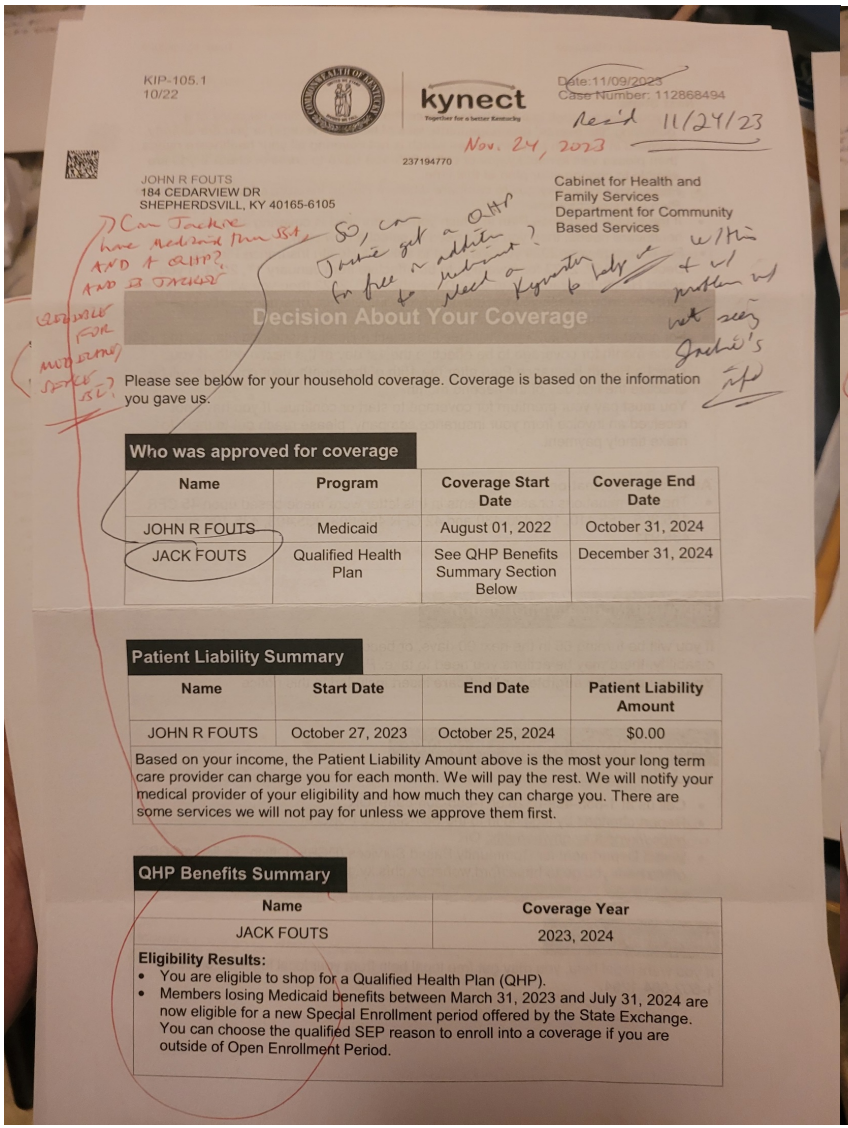


KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

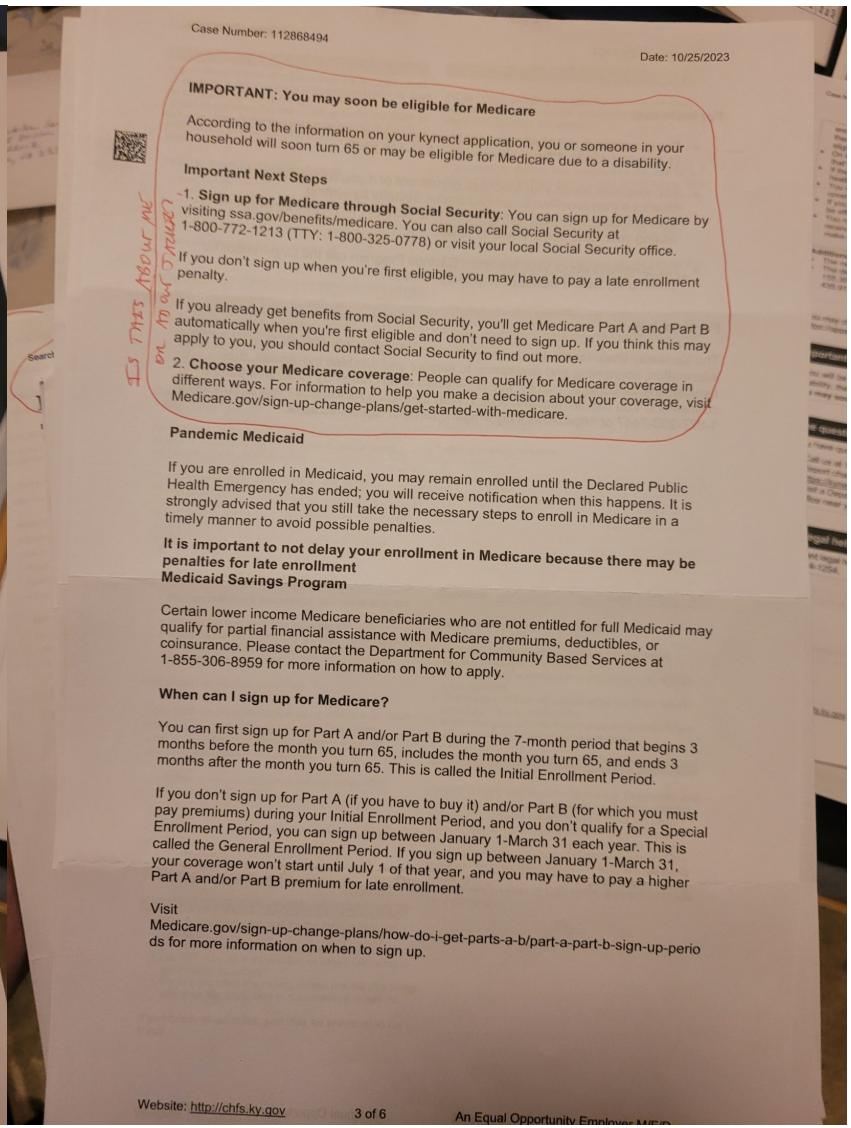
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

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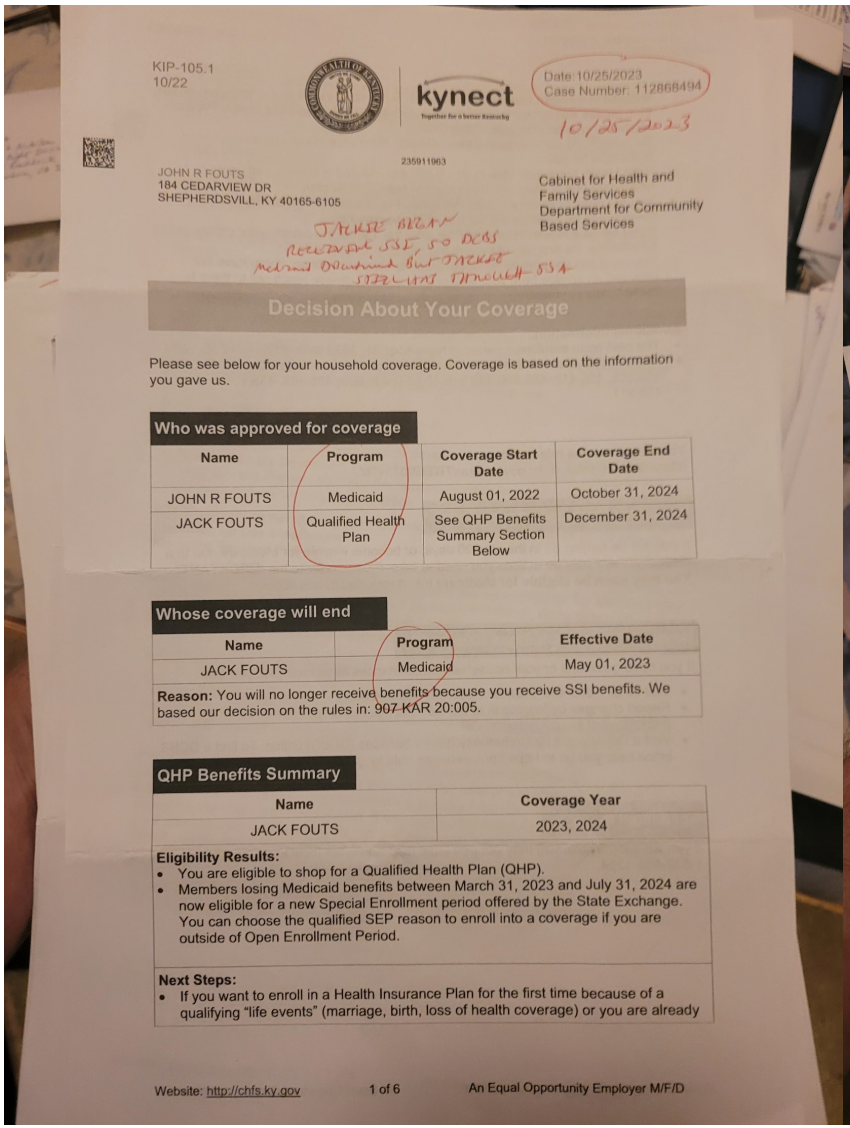


KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

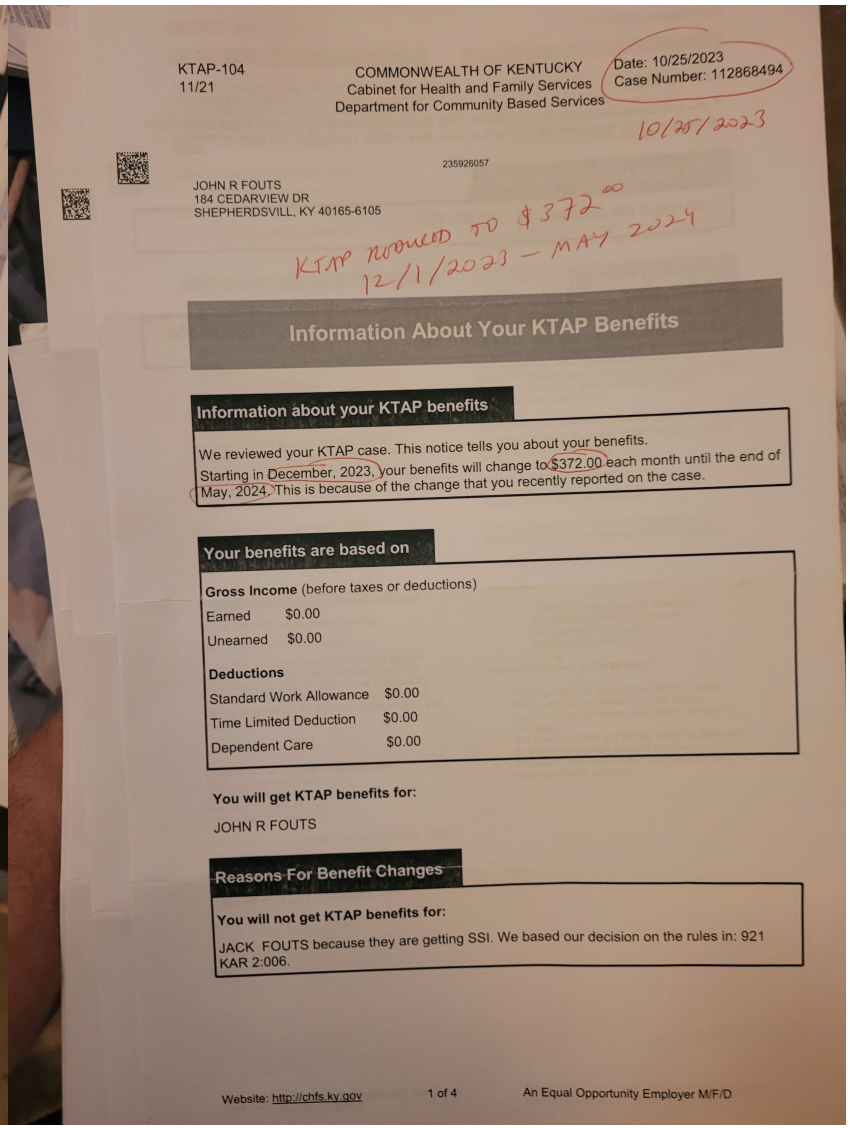
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

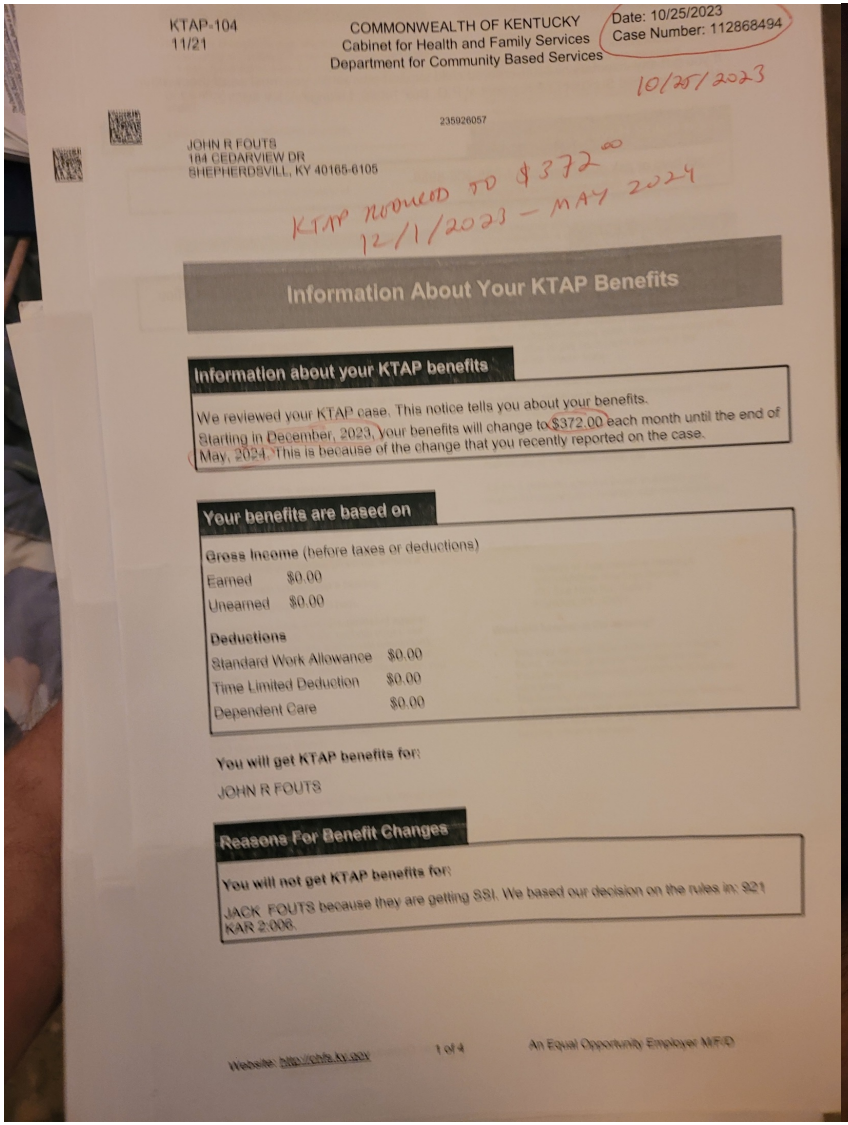
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

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Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

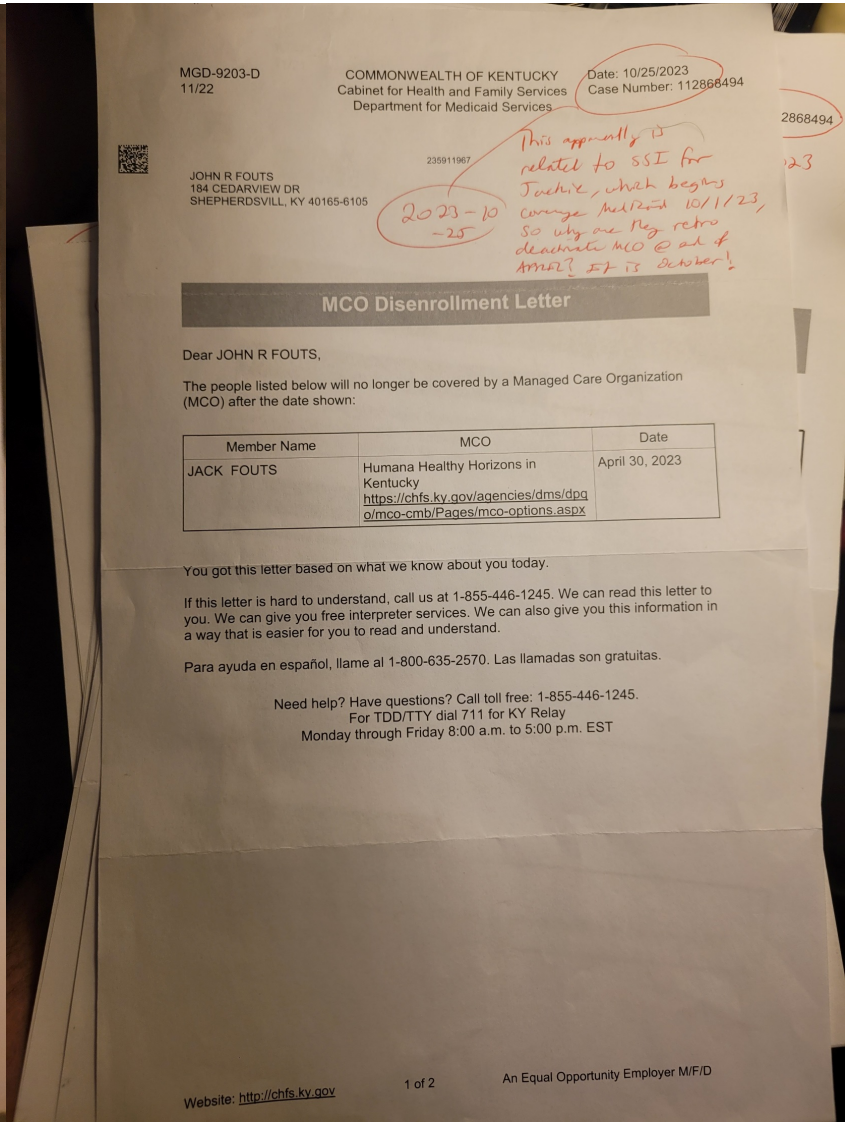
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

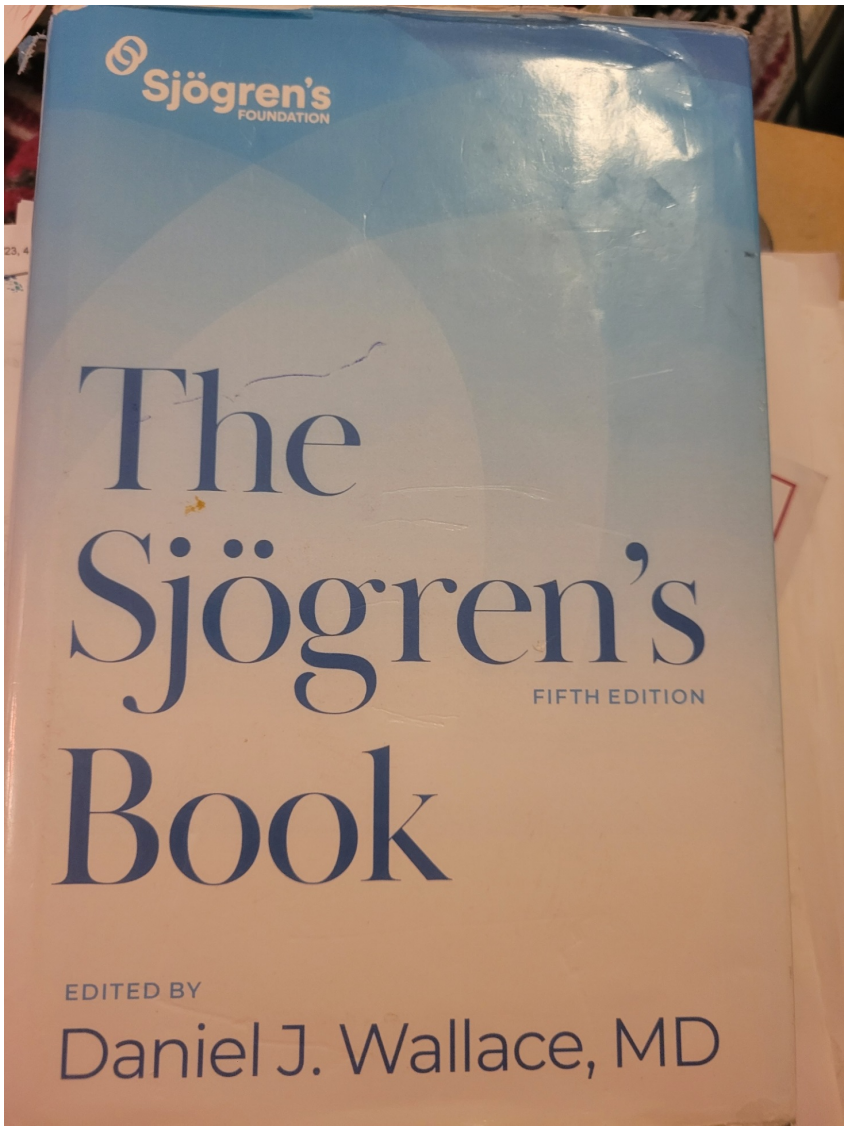
You got this letter based on what we know about you today.

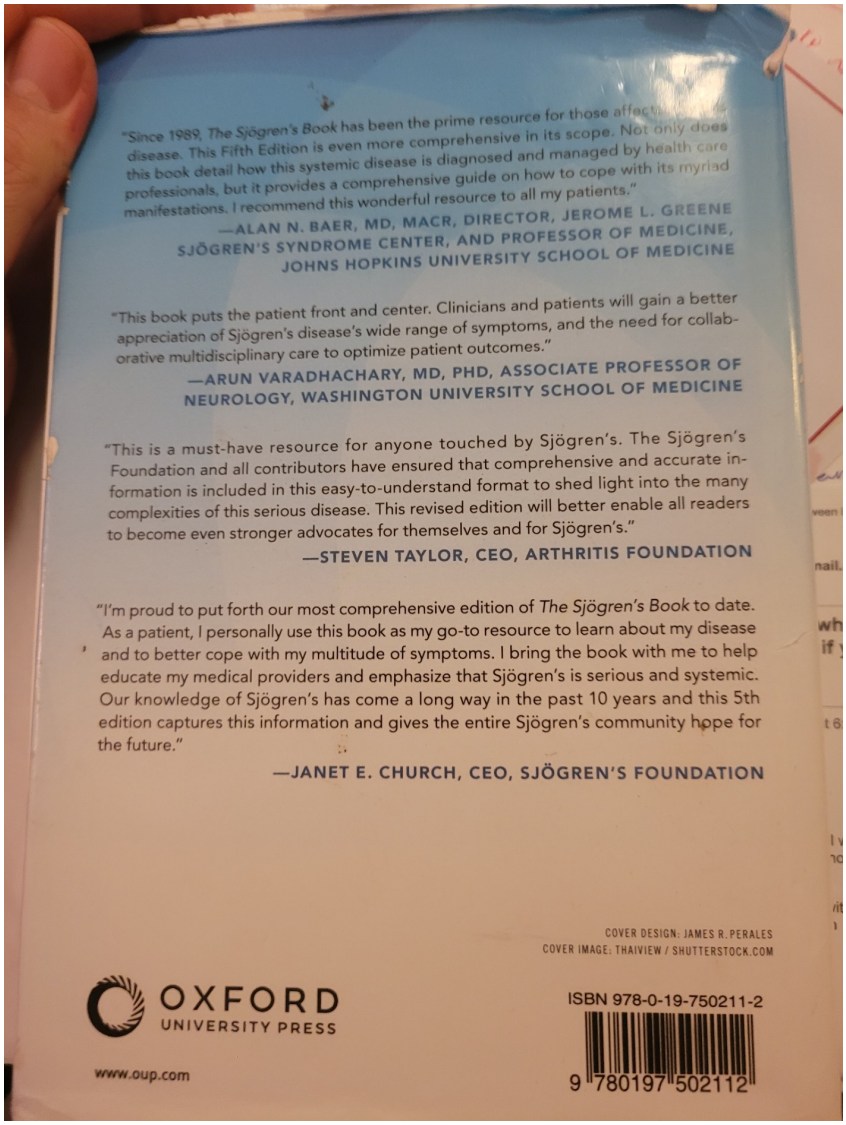
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Sent: Tuesday, August 6, 2024 1:06 PM
To: John Fouts
Cc: Zachary Grider
Subject: RE: Items Reimbursement - Etc...

So with the serum not being covered by Medicaid then waiver will need to see if they can get it covered for you. What is the IPL treatment for I am sorry if you stated that before and I missed that. I will see who may be over that.

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services
Division of Health Care Policy
Physical Health Branch
Kentucky Cabinet for Health and Family Services
275 E. Main Street
Frankfort, Kentucky 40621
(502)564-9363
Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 1:01 PM
To: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Re: Items Reimbursement - Etc...

I appreciate your help. For the tear serum...how do I appeal that decision?? Again, they are medically necessary....so even though I have a doctor letter stating that....they are denied anyway....everything is always denied....why even try?? How do I appeal that?

What about the IPL treatment? It is not a tangible item you can hold in your hand...it is not DME.....so??

I don't have the energy to spin around in circles.....I barely have survival energy....

On Tue, Aug 6, 2024 at 12:52 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> John,
>
> A PA shouldn't take longer than a few days as long as the doctor completes that and sends back in. Some of the items needed may not need a PA so you would be able to obtain those right away unless the DME would need to order. The items that you need cant just be given out unless you have a prescription and take that to a qualifying supplier.

If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed their portion it can be done fast and should not take months! That should be the same for about all items needed.

I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.

As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.

I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

I sent the response back for the tears from Jessica in one of our emails, and she said that they involve lab and they wouldn't be covered under pharmacy.

I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services

Division of Health Care Policy

Physical Health Branch

Kentucky Cabinet for Health and Family Services
275 E. Main Street

Frankfort, Kentucky 40621
(502)564-9363

Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>; Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
>
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

> Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

> I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

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Thanks,
Zachary Grider
Case Manager
The Ole Homeplace
(270) 384-0012 ext. 5020

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UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....

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Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

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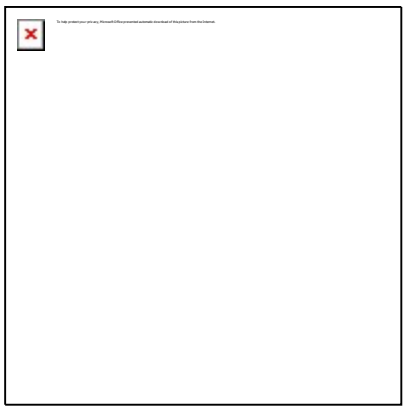


Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

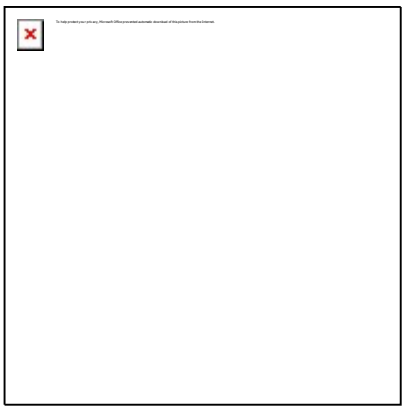
"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,



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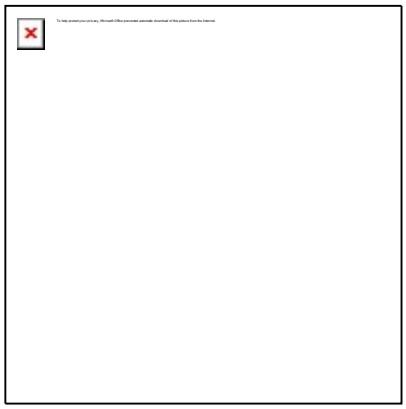

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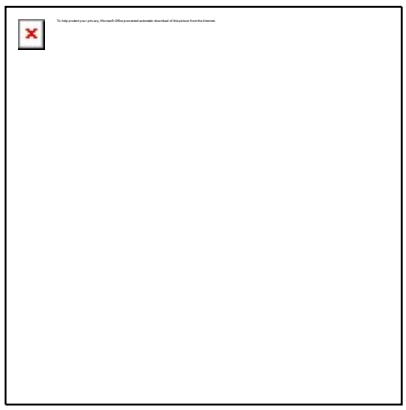

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fouts.john@gmail.com

From: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Sent: Tuesday, August 6, 2024 1:06 PM
To: John Fouts
Cc: Zachary Grider
Subject: RE: Items Reimbursement - Etc...

So with the serum not being covered by Medicaid then waiver will need to see if they can get it covered for you. What is the IPL treatment for I am sorry if you stated that before and I missed that. I will see who may be over that.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services
Division of Health Care Policy
Physical Health Branch
Kentucky Cabinet for Health and Family Services
275 E. Main Street
Frankfort, Kentucky 40621
(502)564-9363
Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 1:01 PM
To: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Re: Items Reimbursement - Etc...

I appreciate your help. For the tear serum...how do I appeal that decision?? Again, they are medically necessary....so even though I have a doctor letter stating that....they are denied anyway....everything is always denied....why even try?? How do I appeal that?

What about the IPL treatment? It is not a tangible item you can hold in your hand...it is not DME.....so??

I don't have the energy to spin around in circles.....I barely have survival energy....

On Tue, Aug 6, 2024 at 12:52 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> John,
>
> A PA shouldn't take longer than a few days as long as the doctor completes that and sends back in. Some of the items needed may not need a PA so you would be able to obtain those right away unless the DME would need to order. The items that you need cant just be given out unless you have a prescription and take that to a qualifying supplier.

If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed their portion it can be done fast and should not take months! That should be the same for about all items needed.

I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.

As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.

I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

I sent the response back for the tears from Jessica in one of our emails, and she said that they involve lab and they wouldn't be covered under pharmacy.

I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
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Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
>
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

> Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

> I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

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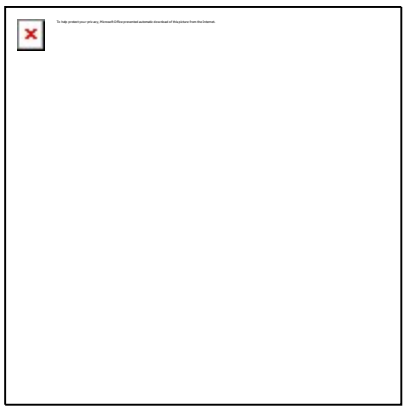

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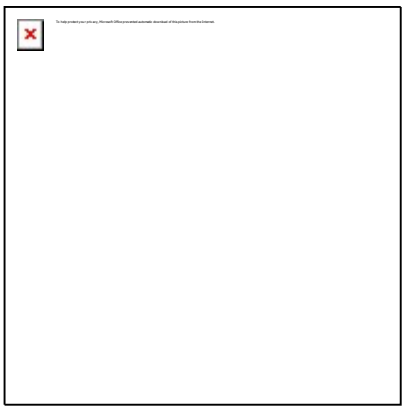

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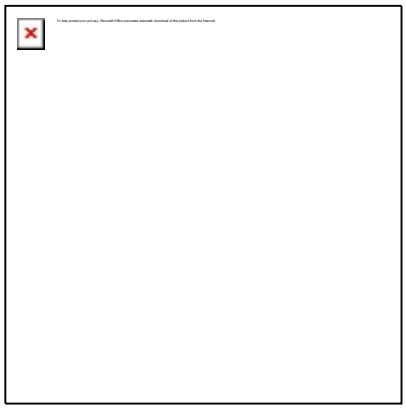

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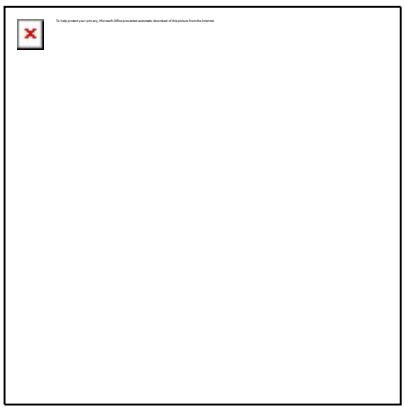

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Fax. 502.996.8246

fouts.john@gmail.com

From: Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov>
Sent: Monday, July 29, 2024 12:39 PM
To: John Fouts
Subject: RE: John Fouts - Information regarding eyes.

Eddie,

If this is medically necessary, will his FFS Medicaid pay for these drops? He is on SSDI too?

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, July 26, 2024 3:55 PM
To: Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov>
Subject: John Fouts - Information regarding eyes.

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Hi Cyndi.

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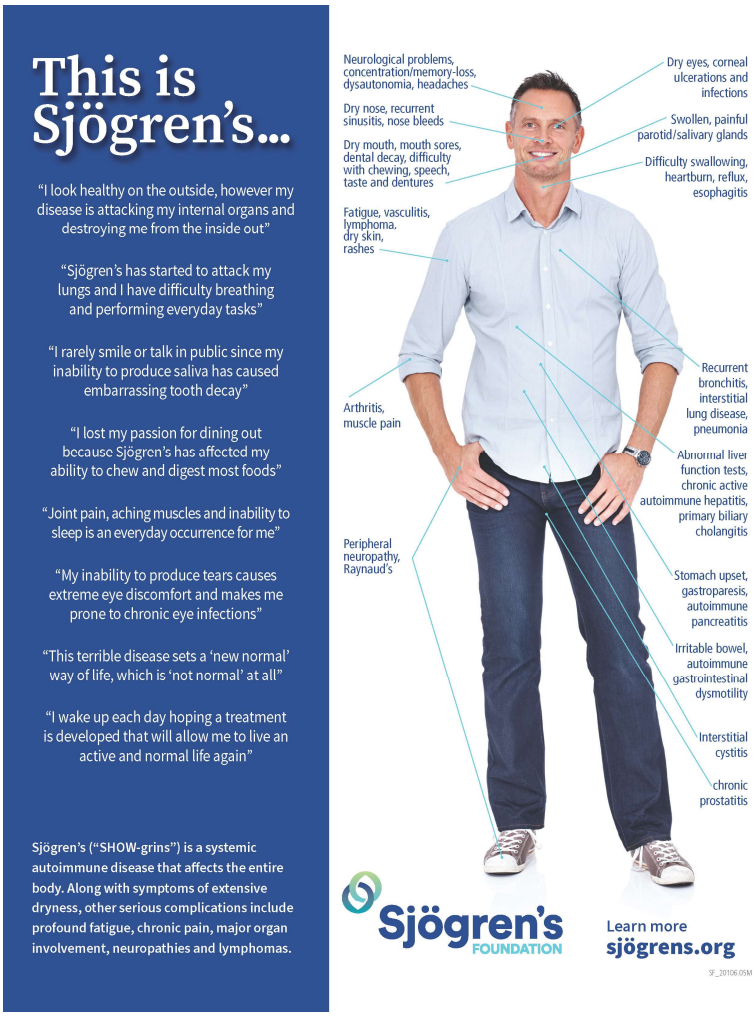
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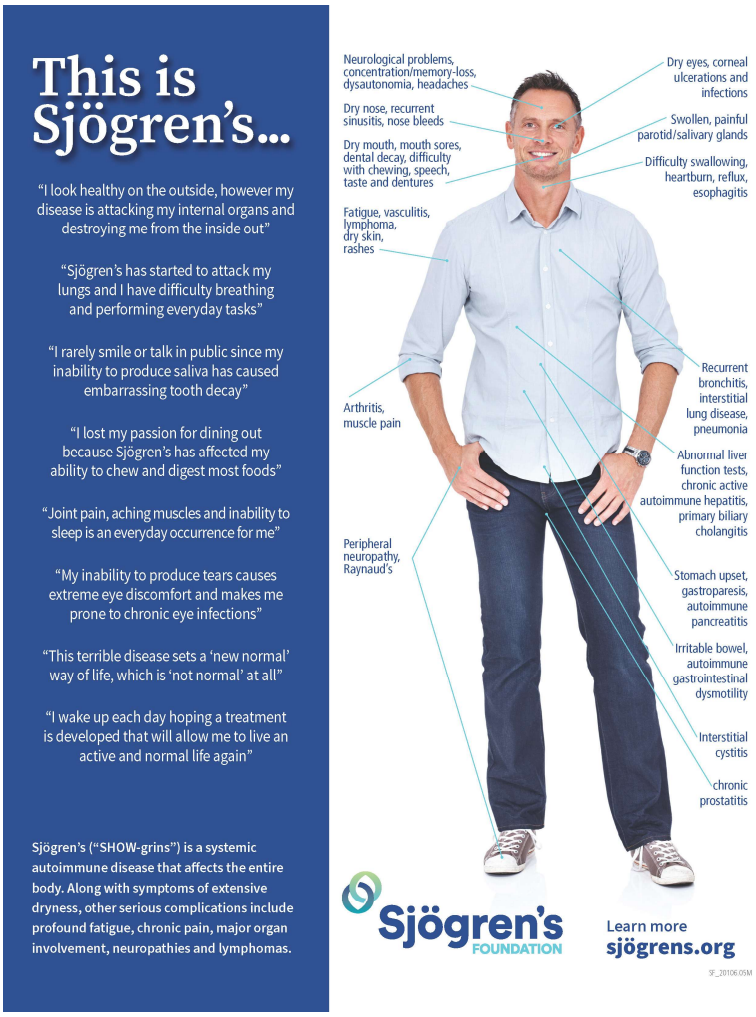
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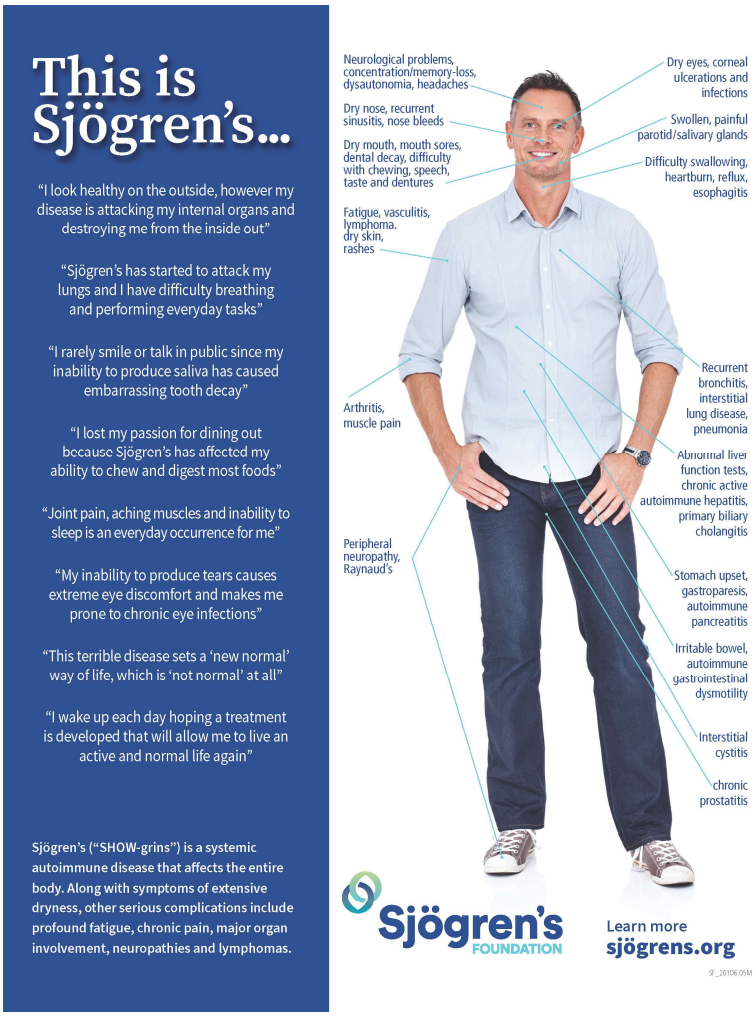
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From: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Sent: Wednesday, April 10, 2024 9:57 AM
To: John Fouts
Subject: Re: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
Attachments: Email from HelpDesk.pdf

Can you help with any of these? My pharmacy is CVS in Shepherdsville...at 157 S. Buckman St. We cannot help with anything prescription wise

* Traditional Medicaid is now charging for Vitamin D whereas before, I was able to get Vitamin D covered under Humana MCO. (Was Dr. Murphy - former PCP - now Dr. Allen is handling rx - but remaining rx still under Dr. Murphy)
---
* Traditional Medicaid is now charging for Senna whereas before, I was able to get it covered. (Dr. Stocker)
---
* Traditional Medicaid is now denying coverage for the one a day multivitamin I was taking -- can you help? (rx by Dr. Murphy - former PCP)
I'm presently out of them....my body has trouble absorbing vitamins and nutrients....
---
* Traditional Medicaid is now denying Sunosi - a medication that has been helping me with the whole wake and sleep cycle thing and narcolepsy -- I took my last dose of it this morning (2023-12-13). Dr. Shaikun is my sleep doctor.
==========
* Medicaid Waiver People at Medicaid Member Services have said several items that 'were' covered under the MCO - are now going to need new PAs....can you help? We do not do PA's for Medicaid- Only waiver services.

--> IVIG (this is going to be the hardest probably)... A gentleman named Taskin at the specialty pharmacy that handles this infusion (AIC/AIS) is working on this too -- this is currently rx by Dr. Stocker (GI) -- at U of L -- > Taskin's contact information is below. IVIG is VERY EXPENSIVE....it is the recommended treatment (also) for Specific Antibody Deficiency (S.A.D. lol) which is dx by Dr. Deniskin at UK (Immunology/Pulmonology) We cannot help this

Taskin Amin

Intake Coordinator

18451 Dallas Parkway, Suite 150 | Dallas, TX 75287

P: 229.242.3060 Ext 6416 | 800.482.8466 Ext 6416

F: 229-242-9914

tamin@aiscaregroup.com | www.aiscaregroup.com

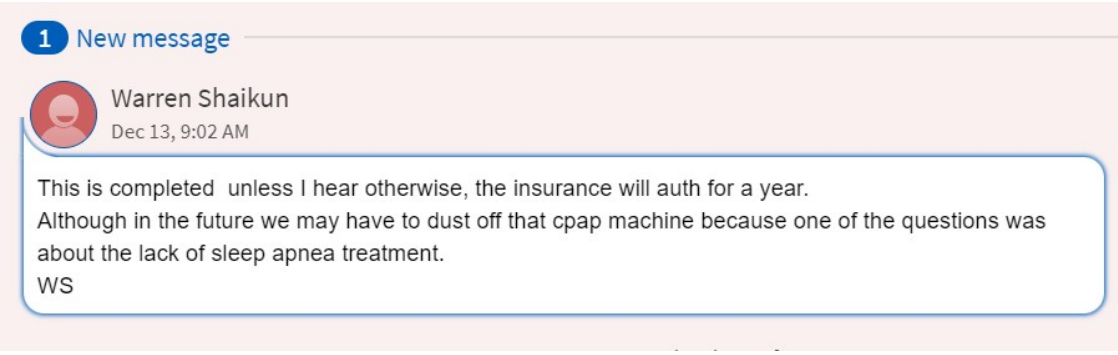
*** I receive IVIG weekly - normally on Monday -- and pre and post fluids etc... Taskin can fill you in more. *** Nichelle ("Nuh-Sheila") is the name of my Home Health Nurse.

New PA will be required for Alprazolam (Dr. Bilbro - U of L Psychiatry) We do not do PA's for Medicaid, only waiver services.

New PA now required for Adderall from Dr. Shaikun's office at U of L Sleep Medicine -- (Dr. Shaikun - U of L Sleep Medicine) We do not do PA's for Medicaid, only waiver services.

Sunosi now being denied by Medicaid -- it has been helping me though -- (Dr. Shaikun - U of L Sleep Medicine)

Got this tonight (11 p.m. 2023-12-13)


1 New message
Warren Shaikun
Dec 13, 9:02 AM
This is completed unless I hear otherwise, the insurance will auth for a year.
Although in the future we may have to dust off that cpap machine because one of the questions was about the lack of sleep apnea treatment.
WS

Still may need help with this though - not convinced the denial didn't occur after whatever Dr. Shaikun was able to see....keep on radar please for now...

Unclear whether or not PA is required for Copper infusions. I receive these every 52 days at Norton Cancer Center downtown (Dr. Glisson - Norton - Hematology/Oncology)

Can you find out if PA needed, and help with whatever needs to be done? We do not do PA's for medicaid, only for waiver services

---

Calcium Carbonate -- U of L -- Dr. Stocker -- Now not going to be covered -- can you help? (GI - U of L - Dr. Stocker) We cannot do anything with prescriptions.

Pilocarpine -- was previously approved -- now going to require PA -- need Dr. Stocker (GI) office to call in new RX so pharmacy will get notice PA required and can go that route (per Dr. Stocker's office) We do not do PA's for Medicaid, only for waiver services.

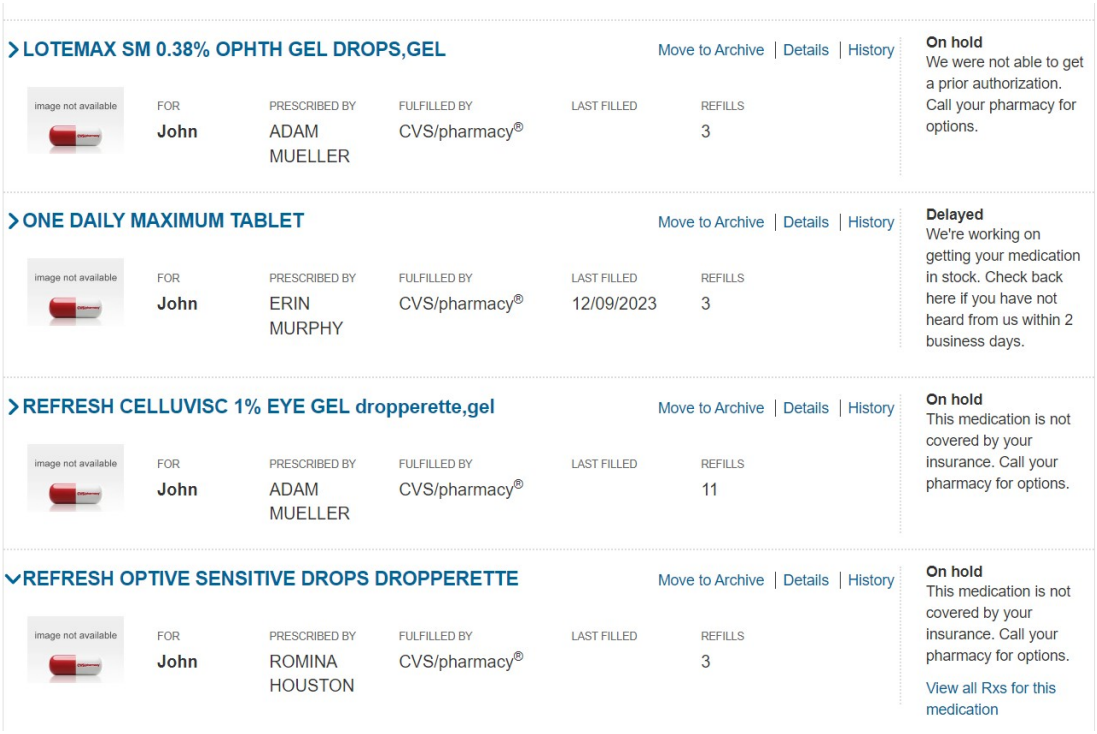
Magnesium Oxide -- formerly approved -- now denied -- can you help? (GI - U of L - Dr. Stocker) We cannot assist with prescriptions.

Medicaid, 'was' covering these drops - but they were part of the 27 eyedrop fda recall....and Medicaid refused to cover anything else as a replacement leaving me S.O.L.

It isn't okay....my eyes feel literally on fire....

So these drops were not good anyway....I need something better....

More RX Needs:


LOTEMAX SM 0.38% OPHTH GEL DROPS,GEL
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FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
We were not able to get a prior authorization. Call your pharmacy for options.
ONE DAILY MAXIMUM TABLET
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ERIN MURPHY
FULFILLED BY CVS/pharmacy®
LAST FILLED 12/09/2023
REFILLS 3
Delayed
We're working on getting your medication in stock. Check back here if you have not heard from us within 2 business days.
REFRESH CELLUVISC 1% EYE GEL dropperette,gel
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View all Rxs for this medication

Can you help me get Refresh Celluvisc (for night time and/or daytime), These are not covered through waiver goods & services

Refresh Optive dropperettes for daily use? These are not covered through waiver goods & services.

The Lotemax gel…

I need to be able to have lid scrubs too like Cliradex Wipes…or like Ocusoft Wipes or like These are not covered through goods & services

OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
30 Individually Wrapped Pre-Moistened Pads
OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
Leave-On Formula for Soothing, Calming Relief
#1 RECOMMENDED BRAND IN EYE CARE
One Pre-Moistened Pad

Restasis should be switched to Cequa as Cequa is a bit stronger concentration....Dr. Mueller called in a RX but no PA was ever obtained.....I need help with this too... Restasis is 0.05% Cyclosporin....Cequa is 0.09%.....Johns Hopkins Opthalmology uses a 0.1% compounded cream...I hope to write to the doctor I met there through a men's sjogren's group....sometime today....I hope to anyway....

** Compression Stockings ** Gould's Discount Medical Supply (St. Matthews) has filled rx in the past. I have had 2 separate doctors that have called in rx for stockings in the past (Dr. Glisson - Hematologist/Oncologist and Dr. Dwivedi (Vascular Surgeon)). So I might have more than one rx to look at. Toni (mgr) there would be best person to talk to. She is really sweet, and was one of my elementary school friend's little sisters..but she is grown now. I don't know what her married last name is or I'd tell you - but if you ask for her - she will help as much as she possibly can...of course anyone there can potentially help. Question: If I have multiple doctors write rx for compression stockings are they treated as different items by Medicaid? Does that make sense? Currently working on this

** Shoes (All I can wear are flip flops unfortunately - so I go through / wear down / flip flops VERY QUICKLY - honestly - about one pair every 3 months or less if I had the money to buy them that frequently. You have to realize - I have no other options - not sure if that helps with the compression stockings too possibly as I have no other foot covering options - and I would think insurance would not want me to get ulcers on my feet or something or non-healing wounds - because that would ultimately lead to costing them more money....compression stockings (OPEN-TOED), and flip flops are how I roll. I wear between size 11 and 12.5. My measured shoe-size is 12.5 but flip-flops vary more in length for some reason (not as strict of standards). As noted - ideally it would be best to have some that would allow for inserts of custom orthotics as I had those made years ago...but have not really been able to wear them really. Waiver will not pay for shoes

** Band-Aids -- both me -- and my child -- prefer the size that is 1 3/4" We cannot get bandaids

** Eye Drops - Lubricating -- wetting -- soothing -- for moderate to severe dry eye disease....some brands that I have found somewhat helpful are included in other parts of this email....but also includes Ivizia, Refresh Mega with Omega 3s.... Systane.....Theratears.....important to note that gels are primarily used at night and drops primarily during the day....also need the wipes (lid scrubs) separately - supposed to use those 2x per day.....they help with demodex mites, ocular rosacea, meibomiam gland dysfunction, dry eye disease, etc....Autologous Tear Serum....this is a specially compounded medication that is made by taking a patient's blood, spinning it down, extracting the serum....adding saline sterile solution....and using the plasma concentration eye drops to put back into the patient's own body.... I reached out to the Medicaid HelpDesk on this again. These will not be covered through waiver as they are specialty made

In order to treat Higher Order Corneal Aberrations -- Scleral Lenses have been recommended....those costs thousands.... I learned of a place called BostonSight.org that helps

patients with no to low income cover the cost of these lenses....if this could help correct my vision issues...it could theoretically also help with energy. ATP is used A LOT by your eyes...ATP is the energy molecule of all life (both plants and animals)....can you help me get in touch with BostonSight.org and this program? This is not a KY Medicaid Program

** IPL Treatment for Dry Eye Disease / Meibomiam Gland Dysfunction / Sjogren's Disease / and Ocular Rosacea ** -- It is the only FDA approved treatment ...

OptiLight by Lumenis is the only FDA-approved IPL (Intense Pulsed Light) treatment for dry eye disease. OptiLight is a light-based, non-invasive treatment that uses light pulses to treat dry eye disease caused by meibomian gland dysfunction (MGD). **Goods & Services does not pay for any treatments**

Dr. Mueller recommends IPL....Dr. Rabaut who I saw before that (at VisionFirst Middletown that is a Dry Eye specialist) - said she recommended it....she referred me to Bennett and Bloom...

Dr. Rabaut also recommended Autologous Tear Serum as did Dr. Eiferman (U of L Corneal Specialist)....Dr. Eiferman refused to write a letter of medical necessity simply stating it would not do any good because insurance never covers it.....I was, however, able to get Dr. Rabaut to write one. I've attached it to this email. We do not do PA's for Medicaid. Only waiver services

==========

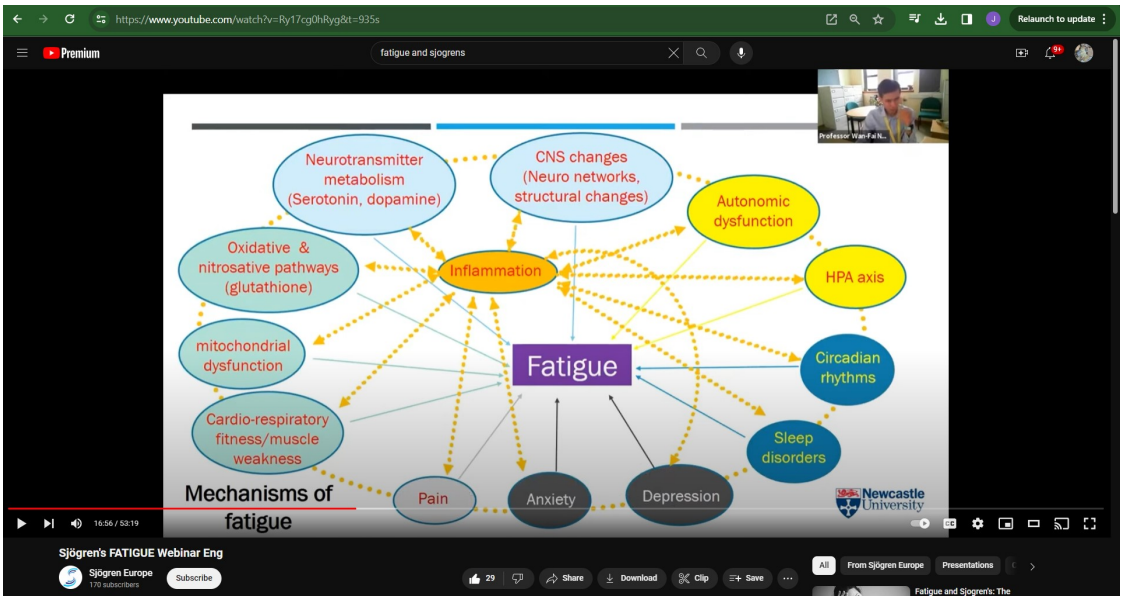
Here is the Redmond Life - Real Salt Company - Link:

https://redmond.life/collections/real-salt?gad_source=1&gclid=Cj0KCQiAyeWrBhDDARIsAGP1mWSZb6GNpsUejK5JkR7v0bjq09IMKOk2TGml_Qd91s6_QuUdcfDvWQoaAtU4EALw_wcB

Waiver will not pay for this. Waiver will not cover any grocery items.

OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for Moderate-Severe Conditions
30 Individually Wrapped
One Pre-Moistened Pad

Sjogren's Related Fatigue - Related Likely Mechanisms:



Olapatadine (I am presently on this for allergy eye drops -- can you help me see if Dr. Mueller can increase strength to 0.2% from 0.1%?)

EpiCeram -- this is rx by my dermatologist Dr. Brown at Associates in Dermatology -- EpiCeram is VERY EXPENSIVE at a local compounding pharmacy - so BlinkRX was contacted in terms of getting the cheapest price possible. BlinkRX price is $39.95 and this is the monthly cost.....can you please help try to get this covered? My skin is suffering greatly and I have actually a number of skin issues -- Dr. Brown can provide clinical notes... (Ashley Brown). Waiver will not cover for prescriptions

Retin-A -- I need to make sure that this remains covered since the switch to the waiver - it was covered before switching - but I fear - like many others - that it may now not be covered...

Ferrous Gluconate -- I have been taking this for a long time -- Copper Deficiency causes Iron Transport issues -- having more iron makes it easier for the body to grab what it can where it can (I think is how that works)....you mentioned you were not familiar with Copper deficiency....take a look at the Copper Processes in the Body Part I in the attachment - I think you will be amazed by what it helps regulate.....It is now not covered per CVS...can you help? We're unable to help with this

Loratidine -- I have been buying this OTC, but I'm sure I can get a rx for it -- it is helping me somewhat...is it on the formulary? (Generic Claritin) As waiver case management we don't know what is on the formulary
Fluticasone -- I have been using this OTC, but I'm sure can get rx for it -- it is helping me somewhat....is it on the formulary? Generic Flonase

Lotion(s) outside of the EpiCeram above.....here is a recommended list from the Sjogren's Foundation of lotions.....(I don't want to use an 'ointment' as it makes me feel too 'sticky').....can any of the below be covered with the waiver services? Waiver will not cover lotions

Moisturizers, Creams, Deodorants and Cleansing Products

AmLactin® Cream and Lotion
AmLactin® Ultra Smoothing Moisturizing Lotion
AmLactin® Foot Repair Cream

Sandoz

100 College Road West

Princeton, NJ 08540
800-525-8747
www.amlactin.com

Aveeno® Fragrance-Free Moisturizing Bar
Aveeno® Fragrance-Free Skin Relief Body Wash
Aveeno® Moisturizing Lotions and Creams
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-298-2525
www.aveeno.com

Bag Balm®
Dairy Association Co., Inc.

P.O. Box 145
Lindonville, VT 05851
800-232-3610
www.bagbalm.com

Basis® Sensitive Skin Bar
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.beiersdorf.com

Bexi's Serum, Bexi's Body Milk
Bexi's Balm, Bexi's Spritz
1520 E. Covell Blvd #316
Davis, CA 95616
530-302-5443
www.bexiphd.com

Borage Therapy Body Lotion and Hand Cream

ShiKai Products
P.O. Box 2866
Santa Rosa, CA 95405
800-448-0298
www.shikai.com

Caimon Oil All-Natural Alligator Oil

1485 29th Street
Kenner, LA
844-4CAIMON

Cetaphil® Moisturizing Lotions
Cetaphil® Gentle Skin Cleanser

GALDERMA Special Services
14501 North Freeway
Fort Worth, TX 76177

800-582-8225

www.cetaphil.com

Curel® Ultra Healing® Lotion

Kao Brands

2535 Spring Grove Ave

Cincinnati, OH 45214

800-572-2931

www.curel.com

Cutemol® Emollient Cream

Summers Laboratories, Inc.

103 G.P. Clement Drive

Collegeville, PA 19426-2044

800-533-7546

www.sumlab.com

Dove® Sensitive Skin Fragrance Free Beauty Bar

Dove® Sensitive Skin Fragrance Free

Antiperspirant/Deodorant
Unilever Consumer Services
920 Sylvan Ave.
Englewood Cliffs, NJ. 06611
800-761-3683
www.dove.com

Eucerin® Moisturizing Lotion
Eucerin® Dry Skin Therapy
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 07632
800-227-4703
www.eucerin.com

Gloves In A Bottle
Gloves in a Bottle, Inc.
P.O. Box 615

Montrose, CA 91021
800-600-1881

Glycerin Hand Therapy
Camille Beckman
175 S. Rosebud Lane
Eagle, ID 83616
888-494-2637
www.camillebeckman.com

Kiss My Face® Fragrance Free Hand Soap
Kiss My Face® Fragrance Free Roll-on and Stick Deodorants
Kiss My Face Corp.
P.O. Box 224
Gardiner, NY 12525-0224
800-262-5477
www.kissmyface.com

Lubriderm® Sensitive Skin Moisturizing Lotion
Lubriderm® Advanced Therapy Moisturizing Lotion
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-543-8477
www.lubriderm.com

Nature's Mist® Face of the Water™
Bio-Logic Aqua Technologies
P.O. Box 400
Grants Pass, OR 97528
800-367-6478
www.naturesmist.com

Neutrogena® Fragrance Free Cleansing Bar

Neutrogena® Norwegian Formula Fragrance Free Body Moisturizer

Neutrogena Corp.
199 Grandview Rd.
Skillman, NJ 08558
800-582-4048
www.neutrogena.com

Nivea® Body Essentials Enriched Lotions

Beiersdorf Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.niveausa.com

Hydrating Skin Care Line

PEAK 10 SKIN

Breck Edge LLC
400 North Park Ave.,
Suite 10-B
Breckenridge, CO 80242
970-423-6404
email: **Info@peak10skin.com**
www.peak10skin.com

Releveum® Skin Repair Cream
Desert Harvest
P.O. Box 1412
Hillsborough NC 27278
800-222-3901
www.desertharvest.com

Skin Gel Ultimate Skin Treatment
Aloe Life International
P.O. Box 710759
Santee, CA 92072-0759

800-414-2563

www.aloelife.com

Vanicream™ Cleansing Bar
Vanicream™ Lite Lotion for Sensitive Skin
Vanicream™ Moisturizing Skin Cream

Pharmaceutical Specialties, Inc.
P.O. Box 6298
Rochester, MN 55903-6298
800-325-8232

www.vanicream.com

I go through A TON of lotions....because my skin is SO DRY.....also - in the Summertime - I need to find a good solution for a bug spray -- I have had Lyme Disease....AND Rocky Mountain Spotted Fever - and I LOVE nature - but am literally AFRAID of ticks....

More information about Sjogren's systemic nature (from sjogrens.org) -- see below....also....Rituximab infusions have been recommended by the Immunologist/Pulmonologist I see at UK - Dr. Deniskin - can you please follow up with his office for me on where we stand with that? I don't know if he hit an insurance block or what....also - Jackie was referred there to be seen by him too - since so many similiarities but haven't heard back - can you help follow up on that for me?

While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

Symptoms vary from person to person but may include:

- Neurological problems, concentration/memory-loss, “brain fog”, dysautonomia, headaches
- Dry eyes, corneal ulcerations and infections
- Dry nose, recurrent sinusitis, nosebleeds
- Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
- Swollen, painful parotid/salivary glands
- Difficulty swallowing, heartburn, reflux, esophagitis
- Fatigue, vasculitis, lymphoma, dry skin, skin sensitivity to UV light
- Recurrent bronchitis, interstitial lung disease, pneumonia

- Arthritis, joint/muscle pain
- Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
- Peripheral neuropathy, Raynaud's
- Stomach upset, gastroparesis, autoimmune pancreatitis
- Irritable bowel, autoimmune gastrointestinal dysmotility
- Interstitial cystitis, interstitial nephritis including renal tubular acidosis, glomerulonephritis
- Vaginal dryness, vulvodynia; chronic prostatitis

If there is a way to get Epsoms Salts covered - I like to take Epsoms Salt baths - but here where I am stuck living for now - my mother 'says' it is okay to use her bathtub - but it really 'isn't'....I need to be able to take soaks so I can help with some of the Cramp Fasciculation Syndrome issues I have along with the general relaxing nature of taking a bath before bedtime.... Epsom Salts are not covered through goods & services

My nurse said sometimes Waiver participants are able to get recliners -- this would be VERY BENEFICIAL to me -- so I would not be stuck in my bed all the time....or a recliner with some kind of desk attachment or something....I don't know...I am trying to make life easier...and trying to not leave anything out...and there is so much....that I have a lot of anxiety about both things.... I can send information to your doctor asking for the required paperwork to submit for a LIFT RECLINER, we can't get regular recliners.

My nurse (and me both) also thought that I could benefit potentially from a PT coming to my home to help with exercises, range of motion, possible things to encourage vascular flow, lymph flow, circulation in general, flexibility, and to possibly help with fatigue -- I don't know if there is such a thing - but a PT that had a yoga style approach would work really well...I try to do a short yoga routine (gentle/restorative) every night. This is up to your doctors. We don't have anything to do with approving any therapies

Transportation to and from appointments -- not from all appointments and to all appointments - but assistance with many....

My Endocrinologist - Dr. Sibai - at U of L called in a Continuous Blood Glucose Monitor for me -- I am not diabetic - but there is a lot of literature in the medical studies about how fluctuations in the normal glucose range may lead to small fiber neuropathy and damage to a delta and c unmyelinated nerve fiber sensory nerves....we could not get this covered...do you know of a company that would donate one to me? Libre Freestyle 3 or Dexcom G7 (Dexcom was Endo's preference)....would be best... These can't be covered through waiver services

Help in making sure that I have a water filtration system to remove heavy metals - my body has a toxic burden so anything to reduce its burden will contribute to better health or at a minimum maintenance of current level of health. Can't be covered through waiver services

A shower chair or bench -- (a cool looking non-grandma one if available) -- As when in the shower I have trouble standing for long because I have SEVERE foot pain and leg pain.... These are available through DME. Your doctor will have to send a prescription to a DME

Need glasses often -- rx changes a lot -- of course having a consistent treatment would help a lot too - but insurance hasn't allowed that to happen really... Waiver doesn't pay for glasses.

Tinted windows are recommended for vehicles of people with Sjogren's - that would help me a lot -- if there is a way to do this... Waiver will not cover for this.

Anything to help with burden of being gluten free -- letter of medical necessity of gluten free attached to this email.

Rocky and Frannie are certified as emotional support animals in Kentucky - see attached ESA letter.....previously asked former PCP (Dr. Erin Murphy) if she could write service animal letter for me in terms of getting a service dog....she did ... but I have not been able to follow up on that....see attached letter....attached letter for gluten sensitivity, memory impairment, and cannabis recommendation/attestation... Waiver will not assist with this

For teeth....

I have several teeth that are in bad shape and this has all happened in last 4 to 6 months - but need help finding a dentist that accepts Medicaid first and foremost - have not had any luck... I can assist with finding a dentist in Louisville that takes medicaid.

I need a good general tooth cleaning...

I have been in braces twice in my life and in the last 3 years completed a round of invisible aligners....unfortunately...my teeth have moved some....and yesterday I ended up even accidentally breaking my lower retainer somehow....I had chewed through one part of it with my canine in my sleep anyway - probably made it weak....I need this to be remade urgently so my teeth don't move further....the orthodontist (Dr. Farnsley) where I had the work done, does not accept Medicaid and a replacement retainer is around $150. Can you help with this? The most we can help with is assistance with finding a Dentist that takes Medicaid

On my front teeth, I have composite painted on....my enamel is VERY VERY thin - so much so that it is translucent. So a dentist did me a solid and painted on some composite (for pay of course) a few years ago....I need it to be 'adjusted' as the line between composite and fragile enamel remaining is becoming more and more visible...I don't want my front teeth to break off....

I am having a lot of pain especially in the tooth decay area of my lower right side...I need help with this as a priority really

And of course special dental toothpastes that are not covered by insurance have not been affordable....so maybe you can help there too? After I even find a dentist that can help with the above? Waiver will not pay for toothpaste.

I need a new mattress and new sheets for my bed....the new mattress would make a big difference...I lose a lot of sleep because of how much pain I am in because of how bad the mattress is....new sheets would make a big difference because (I think) there are some that are even made to be demodex mite free now.....there is a link between Demodex Mites and Ocular Rosacea and Dry Eye Disease and Meibomiam Gland Dysfunction.... Waiver will not pay for a new mattress and sheets. We would only cover hospital beds and will not cover sheets.

I will have to send another email covering other ground...like Medicaid eligibility checks that are often only days apart....it has made my life very stressful...and caused even more anxiety....

Also other medical needs include....getting access to some care I do not yet have....ruling out some medical conditions that have not been ruled out...and getting some other important things done (like I want an over-read of an MRI done that showed that I have a tumor in my thoracic spine in Feb. 2023 that was not there previously)....1st identified as an introsseous meningioma....then later as a 'garden variety hemangioma probably nothing to worry about'.....but the differential dx for both of those is Lymphoma and since there is a 44x higher fold risk chance of Lymphoma if you have Sjogren's according to some studies....it is important to rule it out or at a bare minimum have a follow up MRI....

NeuroQuant MRI showed a lot of brain atrophy beyond that expected for my age and gender, so that is of concern as well.....need an interpretation of the NeuroQuant MRI report.... We don't have any resources for this.

I told you this would be long - the other medicaid one will not be as long as this...but will contain one long document of things received from DCBS recently pertaining to KTAP/SNAP/Medicaid....can anybody help me understand those things - the decisions they are making - why I am being re-evaluated every few days at times? I am hopeful you will be able to help me with many of the above....I feel very scatter-brained -

so hoping that you all helping me - you and whoever works with me - that we can smoothen this out so I can focus more on actually living....

Oh yeah - almost forgot - Dr. Mueller called in a RX for Miebo (a new Bausch and Lomb product) and insurance is denying it as well - can you help with it? We cannot do anything with any prescriptions.

I have attached an email from the Waiver HelpDesk with a response about these needs.

On Fri, Mar 29, 2024 at 7:50 PM John Fouts <fouts.john@gmail.com> wrote:

> Here is some of the other information I'd sent to Jessica....IN DECEMBER OF LAST YEAR!
>
> John
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Thu, Dec 14, 2023 at 1:07 PM
> Subject: Fwd: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
> To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Thu, Dec 14, 2023 at 1:07 PM
> Subject: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
> To: John Fouts <Fouts.John@gmail.com>
>
> Hi Jessica.
>
> It was so nice to meet you this morning. This list includes 'some' but not 'all' of my needs - and should not be considered a full list of needs. I am trying to get over to you a majority of the things I am in need of right now.
>
> ***Can you help with any of these? My pharmacy is CVS in Shepherdsville...at 157 S. Buckman St.***
>
> * Traditional Medicaid is now charging for Vitamin D whereas before, I was able to get Vitamin D covered under Humana MCO. (Was Dr. Murphy - former PCP - now Dr. Allen is handling rx - but remaining rx still under Dr. Murphy)
> ---
> * Traditional Medicaid is now charging for Senna whereas before, I was able to get it covered. (Dr. Stocker)
> ---

* Traditional Medicaid is now denying coverage for the one a day multivitamin I was taking -- can you help? (rx by Dr. Murphy - former PCP)
I'm presently out of them....my body has trouble absorbing vitamins and nutrients....
---
* Traditional Medicaid is now denying Sunosi - a medication that has been helping me with the whole wake and sleep cycle thing and narcolepsy -- I took my last dose of it this morning (2023-12-13). Dr. Shaikun is my sleep doctor.
==========
* Medicaid Waiver People at Medicaid Member Services have said several items that 'were' covered under the MCO - are now going to need new PAs....can you help?

--> IVIG (this is going to be the hardest probably)... A gentleman named Taskin at the specialty pharmacy that handles this infusion (AIC/AIS) is working on this too -- this is currently rx by Dr. Stocker (GI) -- at U of L -- > Taskin's contact information is below. IVIG is VERY EXPENSIVE....it is the recommended treatment (also) for Specific Antibody Deficiency (S.A.D. lol) which is dx by Dr. Deniskin at UK (Immunology/Pulmonology)

Taskin Amin

Intake Coordinator

18451 Dallas Parkway, Suite 150 | Dallas, TX 75287

P: 229.242.3060 Ext 6416 | 800.482.8466 Ext 6416

F: 229-242-9914

tamin@aiscaregroup.com | www.aiscaregroup.com

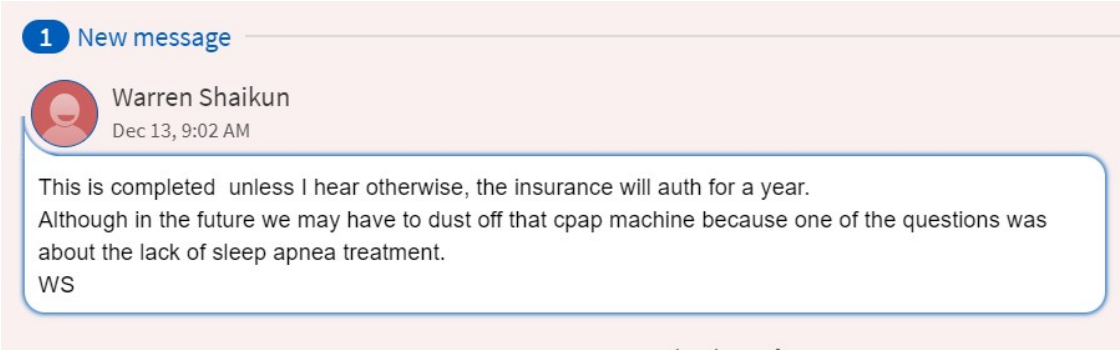
*** I receive IVIG weekly - normally on Monday -- and pre and post fluids etc... Taskin can fill you in more. *** Nichelle ("Nuh-Sheila") is the name of my Home Health Nurse.

New PA will be required for Alprazolam (Dr. Bilbro - U of L Psychiatry)

New PA now required for Adderall from Dr. Shaikun's office at U of L Sleep Medicine -- (Dr. Shaikun - U of L Sleep Medicine)

Sunosi now being denied by Medicaid -- it has been helping me though -- (Dr. Shaikun - U of L Sleep Medicine)

Got this tonight (11 p.m. 2023-12-13)


1 New message
Warren Shaikun
Dec 13, 9:02 AM
This is completed unless I hear otherwise, the insurance will auth for a year.
Although in the future we may have to dust off that cpap machine because one of the questions was about the lack of sleep apnea treatment.
WS

Still may need help with this though - not convinced the denial didn't occur after whatever Dr. Shaikun was able to see....keep on radar please for now...

Unclear whether or not PA is required for Copper infusions. I receive these every 52 days at Norton Cancer Center downtown (Dr. Glisson - Norton - Hematology/Oncology)

Can you find out if PA needed, and help with whatever needs to be done?

Calcium Carbonate -- U of L -- Dr. Stocker -- Now not going to be covered -- can you help? (GI - U of L - Dr. Stocker)

Pilocarpine -- was previously approved -- now going to require PA -- need Dr. Stocker (GI) office to call in new RX so pharmacy will get notice PA required and can go that route (per Dr. Stocker's office)

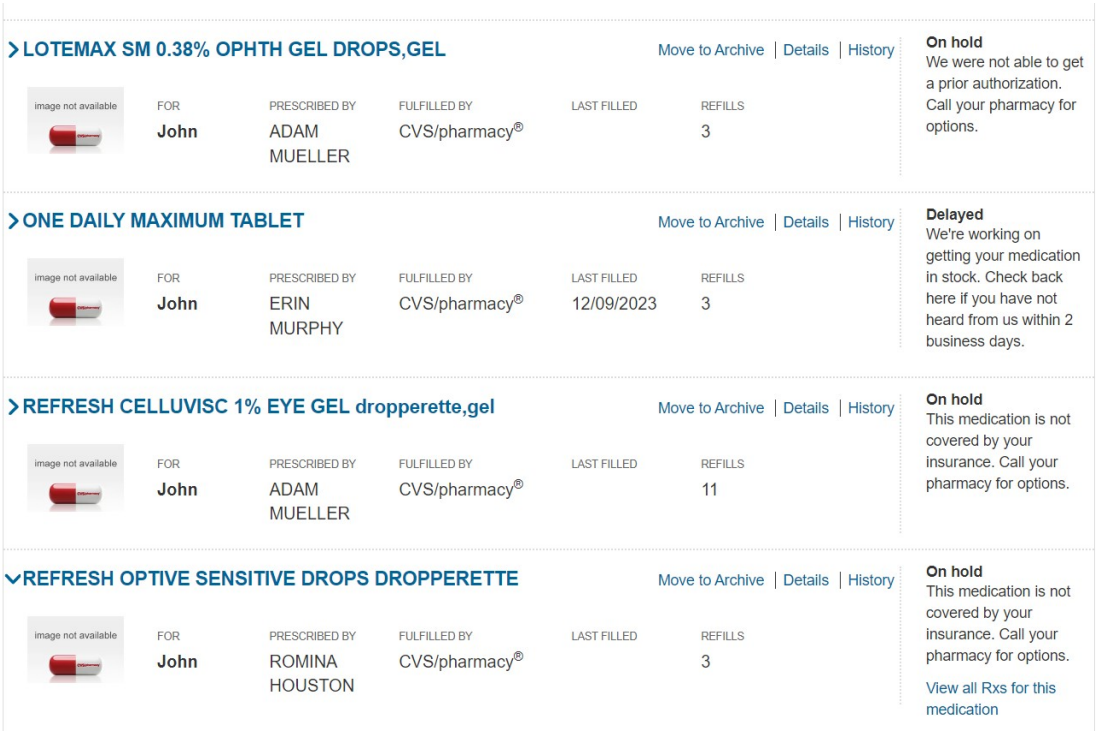
Magnesium Oxide -- formerly approved -- now denied -- can you help? (GI - U of L - Dr. Stocker)

Medicaid, 'was' covering these drops - but they were part of the 27 eyedrop fda recall....and Medicaid refused to cover anything else as a replacement leaving me S.O.L.

It isn't okay....my eyes feel literally on fire....

So these drops were not good anyway....I need something better....

More RX Needs:


LOTEMAX SM 0.38% OPHTH GEL DROPS,GEL
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
We were not able to get a prior authorization. Call your pharmacy for options.
ONE DAILY MAXIMUM TABLET
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ERIN MURPHY
FULFILLED BY CVS/pharmacy®
LAST FILLED 12/09/2023
REFILLS 3
Delayed
We're working on getting your medication in stock. Check back here if you have not heard from us within 2 business days.
REFRESH CELLUVISC 1% EYE GEL dropperette,gel
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 11
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
REFRESH OPTIVE SENSITIVE DROPS DROPPERETTE
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ROMINA HOUSTON
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
View all Rxs for this medication

Can you help me get Refresh Celluvisc (for night time and/or daytime),

Refresh Optive dropperettes for daily use?

The Lotemax gel...

I need to be able to have lid scrubs too like Cliradex Wipes...or like Ocusoft Wipes or like

Restasis should be switched to Cequa as Cequa is a bit stronger concentration....Dr. Mueller called in a RX but no PA was ever obtained.....I need help with this too... Restasis is 0.05% Cyclosporin....Cequa is 0.09%.....Johns Hopkins Opthalmology uses a 0.1% compounded cream...I hope to write to the doctor I met there through a men's sjogren's group....sometime today....I hope to anyway....

** Compression Stockings ** Gould's Discount Medical Supply (St. Matthews) has filled rx in the past. I have had 2 separate doctors that have called in rx for stockings in the past (Dr. Glisson - Hematologist/Oncologist and Dr. Dwivedi (Vascular Surgeon)). So I might have more than one rx to look at. Toni (mgr) there would be best person to talk to. She is really sweet, and was one of my elementary school friend's little sisters..but she is grown now. I don't know what her married last name is or I'd tell you - but if you ask for her - she will help as much as she possibly can...of course anyone there can potentially help. Question: If I have multiple doctors write rx for compression stockings are they treated as different items by Medicaid? Does that make sense?

** Shoes (All I can wear are flip flops unfortunately - so I go through / wear down / flip flops VERY QUICKLY - honestly - about one pair every 3 months or less if I had the money to buy them that frequently. You have to realize - I have no other options - not sure if that helps with the compression stockings too possibly as I have no other foot covering options - and I would think insurance would not want me to get ulcers on my feet or something or non-healing wounds - because that would ultimately lead to costing them more money....compression stockings (OPEN-TOED), and flip flops are how I roll. I wear between size 11 and 12.5. My measured shoe-size is 12.5 but flip-flops vary more in length for some reason (not as strict of standards). As noted - ideally it would be best to have some that would allow for inserts of custom orthotics as I had those made years ago...but have not really been able to wear them really.

** Band-Aids -- both me -- and my child -- prefer the size that is 1 3/4"

** Eye Drops - Lubricating -- wetting -- soothing -- for moderate to severe dry eye disease....some brands that I have found somewhat helpful are included in other parts of this email....but also includes Ivizia, Refresh Mega with Omega 3s.... Systane.....Theratears.....important to note that gels are primarily used at night and drops primarily during the day....also need the wipes (lid scrubs) separately - supposed to use those 2x per day.....they help with demodex mites, ocular rosacea, meibomiam gland dysfunction, dry eye disease, etc....Autologous Tear Serum....this is a specially compounded medication that is made by taking a patient's blood, spinning it down, extracting the serum....adding saline sterile solution....and using the plasma concentration eye drops to put back into the patient's own body....

In order to treat Higher Order Corneal Aberrations -- Scleral Lenses have been recommended....those costs thousands.... I learned of a place called BostonSight.org that helps patients with no to low income cover the cost of these lenses....if this could help correct my vision issues...it could theoretically also help with energy. ATP is used A LOT by your eyes...ATP is the

energy molecule of all life (both plants and animals)....can you help me get in touch with BostonSight.org and this program?

** IPL Treatment for Dry Eye Disease / Meibomiam Gland Dysfunction / Sjogren's Disease / and Ocular Rosacea ** -- It is the only FDA approved treatment ...

OptiLight by Lumenis is the only FDA-approved IPL (Intense Pulsed Light) treatment for dry eye disease. OptiLight is a light-based, non-invasive treatment that uses light pulses to treat dry eye disease caused by meibomian gland dysfunction (MGD).

Dr. Mueller recommends IPL....Dr. Rabaut who I saw before that (at VisionFirst Middletown that is a Dry Eye specialist) - said she recommended it....she referred me to Bennett and Bloom...

Dr. Rabaut also recommended Autologous Tear Serum as did Dr. Eiferman (U of L Corneal Specialist)....Dr. Eiferman refused to write a letter of medical necessity simply stating it would not do any good because insurance never covers it.....I was, however, able to get Dr. Rabaut to write one. I've attached it to this email.

==========

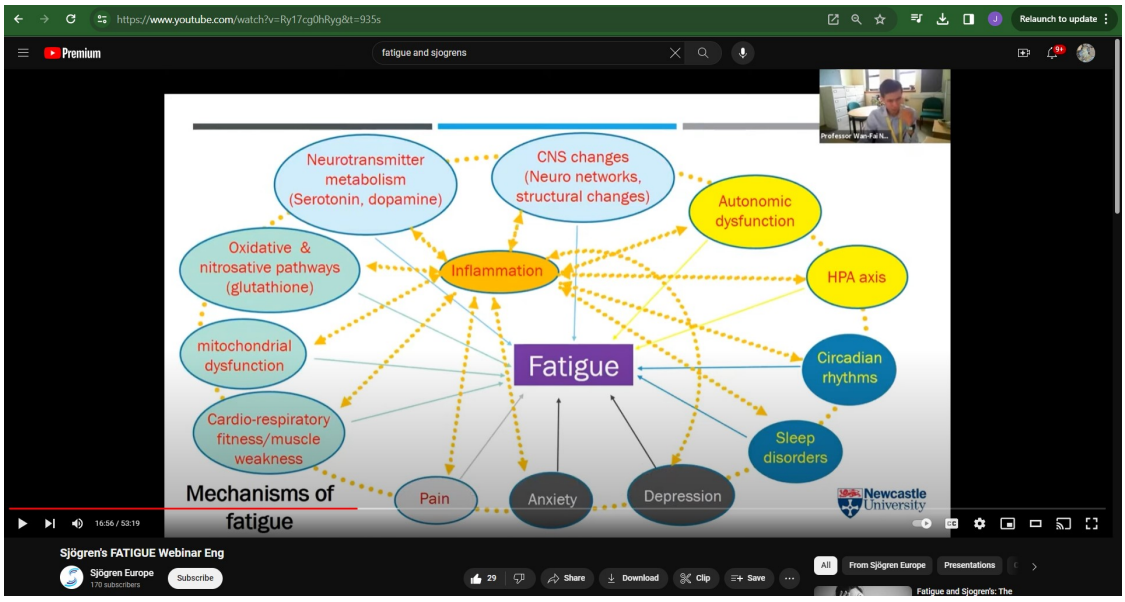
Here is the Redmond Life - Real Salt Company - Link:

https://redmond.life/collections/real-salt?gad_source=1&gclid=Cj0KCQiAyeWrBhDDARIsAGP1mWSZb6GNpsUejK5JkR7v0bjq09IMKOk2TGml_Qd91s6_QuUdcfDvWQoaAtU4EALw_wcB

Redmond
REAL SALT
AMAZING TASTE
UNREFINED MINERAL SALT
MINED IN AMERICA
PERFECT FOR EVERYDAY USE
ANCIENT FINE SEA SALT

OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for Modera
30 Individually Wrapped
OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for
Moderate-Severe Conditions
One Pre-Moistened Pad

Sjogren's Related Fatigue - Related Likely Mechanisms:



Olapatadine (I am presently on this for allergy eye drops -- can you help me see if Dr. Mueller can increase strength to 0.2% from 0.1%?)

EpiCeram -- this is rx by my dermatologist Dr. Brown at Associates in Dermatology -- EpiCeram is VERY EXPENSIVE at a local compounding pharmacy - so BlinkRX was contacted in terms of getting the cheapest price possible. BlinkRX price is $39.95 and this is the monthly cost.....can you please help try to get this covered? My skin is suffering greatly and I have actually a number of skin issues -- Dr. Brown can provide clinical notes... (Ashley Brown).

Retin-A -- I need to make sure that this remains covered since the switch to the waiver - it was covered before switching - but I fear - like many others - that it may now not be covered...

Sildenafil -- I used to get this at Kroger -- but I learned recently that it is on the formulary (I think) for Traditional Medicaid -- so I am transferring it to CVS - CVS had a note stating that a PA was required -- can you help me make sure we follow this through?

Ferrous Gluconate -- I have been taking this for a long time -- Copper Deficiency causes Iron Transport issues -- having more iron makes it easier for the body to grab what it can where it can (I think is how that works)....you mentioned you were not familiar with Copper deficiency....take a look at the Copper Processes in the Body Part I in the attachment - I think you will be amazed by what it helps regulate.....It is now not covered per CVS...can you help?

Loratidine -- I have been buying this OTC, but I'm sure I can get a rx for it -- it is helping me somewhat...is it on the formulary? (Generic Claritin)
Fluticasone -- I have been using this OTC, but I'm sure can get rx for it -- it is helping me somewhat....is it on the formulary? Generic Flonase

Lotion(s) outside of the EpiCeram above.....here is a recommended list from the Sjogren's Foundation of lotions.....(I don't want to use an 'ointment' as it makes me feel too 'sticky').....can any of the below be covered with the waiver services?

Moisturizers, Creams, Deodorants and Cleansing Products

AmLactin® Cream and Lotion
AmLactin® Ultra Smoothing Moisturizing Lotion
AmLactin® Foot Repair Cream

Sandoz

100 College Road West
Princeton, NJ 08540
800-525-8747
www.amlactin.com

Aveeno® Fragrance-Free Moisturizing Bar
Aveeno® Fragrance-Free Skin Relief Body Wash
Aveeno® Moisturizing Lotions and Creams
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-298-2525
www.aveeno.com

Bag Balm®
Dairy Association Co., Inc.
P.O. Box 145
Lindonville, VT 05851
800-232-3610
www.bagbalm.com

Basis® Sensitive Skin Bar
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.beiersdorf.com

Bexi's Serum, Bexi's Body Milk
Bexi's Balm, Bexi's Spritz
1520 E. Covell Blvd #316
Davis, CA 95616

530-302-5443
www.bexiphd.com

Borage Therapy Body Lotion and Hand Cream
ShiKai Products
P.O. Box 2866
Santa Rosa, CA 95405
800-448-0298
www.shikai.com

Caimon Oil All-Natural Alligator Oil
1485 29th Street
Kenner, LA
844-4CAIMON

Cetaphil® Moisturizing Lotions
Cetaphil® Gentle Skin Cleanser
GALDERMA Special Services
14501 North Freeway

Fort Worth, TX 76177
800-582-8225
www.cetaphil.com

Curel® Ultra Healing® Lotion
Kao Brands
2535 Spring Grove Ave
Cincinnati, OH 45214
800-572-2931
www.curel.com

Cutemol® Emollient Cream
Summers Laboratories, Inc.
103 G.P. Clement Drive
Collegeville, PA 19426-2044
800-533-7546
www.sumlab.com

Dove® Sensitive Skin Fragrance Free Beauty Bar

Dove® Sensitive Skin Fragrance Free Antiperspirant/Deodorant
Unilever Consumer Services
920 Sylvan Ave.
Englewood Cliffs, NJ. 06611
800-761-3683
www.dove.com

Eucerin® Moisturizing Lotion
Eucerin® Dry Skin Therapy
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 07632
800-227-4703
www.eucerin.com

Gloves In A Bottle
Gloves in a Bottle, Inc.
P.O. Box 615

Montrose, CA 91021
800-600-1881

Glycerin Hand Therapy
Camille Beckman
175 S. Rosebud Lane
Eagle, ID 83616
888-494-2637
www.camillebeckman.com

Kiss My Face® Fragrance Free Hand Soap
Kiss My Face® Fragrance Free Roll-on and Stick Deodorants
Kiss My Face Corp.
P.O. Box 224
Gardiner, NY 12525-0224
800-262-5477
www.kissmyface.com

Lubriderm® Sensitive Skin Moisturizing Lotion
Lubriderm® Advanced Therapy Moisturizing Lotion
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-543-8477
www.lubriderm.com

Nature's Mist® Face of the Water™
Bio-Logic Aqua Technologies
P.O. Box 400
Grants Pass, OR 97528
800-367-6478
www.naturesmist.com

Neutrogena® Fragrance Free Cleansing Bar

Neutrogena® Norwegian Formula Fragrance Free Body Moisturizer

Neutrogena Corp.
199 Grandview Rd.
Skillman, NJ 08558
800-582-4048
www.neutrogena.com

Nivea® Body Essentials Enriched Lotions

Beiersdorf Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.niveausa.com

Hydrating Skin Care Line
PEAK 10 SKIN
Breck Edge LLC
400 North Park Ave.,
Suite 10-B
Breckenridge, CO 80242
970-423-6404
email: **Info@peak10skin.com**
www.peak10skin.com

Releveum® Skin Repair Cream
Desert Harvest
P.O. Box 1412
Hillsborough NC 27278
800-222-3901
www.desertharvest.com

Skin Gel Ultimate Skin Treatment
Aloe Life International

P.O. Box 710759
Santee, CA 92072-0759
800-414-2563
www.aloelife.com

Vanicream™ Cleansing Bar
Vanicream™ Lite Lotion for Sensitive Skin
Vanicream™ Moisturizing Skin Cream
Pharmaceutical Specialties, Inc.
P.O. Box 6298
Rochester, MN 55903-6298
800-325-8232
www.vanicream.com

I go through A TON of lotions....because my skin is SO DRY.....also - in the Summertime - I need to find a good solution for a bug spray -- I have had Lyme Disease....AND Rocky Mountain Spotted Fever - and I LOVE nature - but am literally AFRAID of ticks....

More information about Sjogren's systemic nature (from sjogrens.org) -- see below....also....Rituximab infusions have been recommended by the Immunologist/Pulmonologist I see at UK - Dr. Deniskin - can you please follow up with his office for me on where we stand with that? I don't know if he hit an insurance block or what....also - Jackie was referred there to be seen by him too - since so many similiarities but haven't heard back - can you help follow up on that for me?

While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

Symptoms vary from person to person but may include:

- Neurological problems, concentration/memory-loss, “brain fog”, dysautonomia, headaches
- Dry eyes, corneal ulcerations and infections
- Dry nose, recurrent sinusitis, nosebleeds
- Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
- Swollen, painful parotid/salivary glands
- Difficulty swallowing, heartburn, reflux, esophagitis

. Fatigue, vasculitis, lymphoma, dry skin, skin sensitivity to UV light
. Recurrent bronchitis, interstitial lung disease, pneumonia
. Arthritis, joint/muscle pain
. Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
. Peripheral neuropathy, Raynaud's
. Stomach upset, gastroparesis, autoimmune pancreatitis
. Irritable bowel, autoimmune gastrointestinal dysmotility
. Interstitial cystitis, interstitial nephritis including renal tubular acidosis, glomerulonephritis
. Vaginal dryness, vulvodynia; chronic prostatitis

Okay -- Other needs -- Special shampoo - I have to use an alternating version of Neutrogena-T-Gel shampoo (available OTC - but possibly available via RX also) - and Ketaconazole shampoo....which is rx.....Dr. Brown rx the Ketaconazole shampoo....I also get these little skin bump things that look like pimples all over my body - that are freaking gross - and I have a Clindamycin topical dauber thing to help with that - but I cannot get to my back or my legs sometimes.....so I may need the attendant person to do that for me - put it on my back - if that is something that is possible....

If there is a way to get Epsoms Salts covered - I like to take Epsoms Salt baths - but here where I am stuck living for now - my mother 'says' it is okay to use her bathtub - but it really 'isn't'....I need to be able to take soaks so I can help with some of the Cramp Fasciculation Syndrome issues I have along with the general relaxing nature of taking a bath before bedtime....

My nurse said sometimes Waiver participants are able to get recliners -- this would be VERY BENEFICIAL to me -- so I would not be stuck in my bed all the time....or a recliner with some kind of desk attachment or something....I don't know...I am trying to make life easier...and trying to not leave anything out...and there is so much....that I have a lot of anxiety about both things....

My nurse (and me both) also thought that I could benefit potentially from a PT coming to my home to help with exercises, range of motion, possible things to encourage vascular flow, lymph flow, circulation in general, flexibility, and to possibly help with fatigue -- I don't know if there is such a thing - but a PT that had a yoga style approach would work really well...I try to do a short yoga routine (gentle/restorative) every night.

Transportation to and from appointments -- not from all appointments and to all appointments - but assistance with many....

My Endocrinologist - Dr. Sibai - at U of L called in a Continuous Blood Glucose Monitor for me -- I am not diabetic - but there is a lot of literature in the medical studies about how fluctuations in the normal glucose range may lead to small fiber neuropathy and damage to a delta and c unmyelinated nerve fiber sensory nerves....we could not get this covered...do you know of a company that would donate one to me? Libre Freestyle 3 or Dexcom G7 (Dexcom was Endo's preference)....would be best...

Home Delivered Gluten Free Meals (as many as possible) - gluten free -- via Mom's Meals (I heard you say this is like a separate benefit) -- how does this impact SNAP?

Help with laundry, housekeeping, litter boxes, vacuuming, dusting (allergic to dust and mold)

Help in making sure my humidifier I use is clean and help affording distilled water that is gone through very quickly.

Help in making sure that I have a water filtration system to remove heavy metals - my body has a toxic burden so anything to reduce its burden will contribute to better health or at a minimum maintenance of current level of health.

A shower chair or bench -- (a cool looking non-grandma one if available) -- As when in the shower I have trouble standing for long because I have SEVERE foot pain and leg pain....

Need glasses often -- rx changes a lot -- of course having a consistent treatment would help a lot too - but insurance hasn't allowed that to happen really...

Tinted windows are recommended for vehicles of people with Sjogren's - that would help me a lot -- if there is a way to do this...

Anything to help with burden of being gluten free -- letter of medical necessity of gluten free attached to this email.

Rocky and Frannie are certified as emotional support animals in Kentucky - see attached ESA letter.....previously asked former PCP (Dr. Erin Murphy) if she could write service animal letter for me in terms of getting a service dog....she did ... but I have not been able to follow up on that....see attached letter....attached letter for gluten sensitivity, memory impairment, and cannabis recommendation/attestation...

Ketamine infusions are something that could potentially be instrumental in helping me...but are VERY HARD to get insurance to cover....there is a doctor in South Carolina who has been able to get this covered for many patients....at some point if we can follow up and touch base on that in terms of CRPS that would be great.

For teeth....

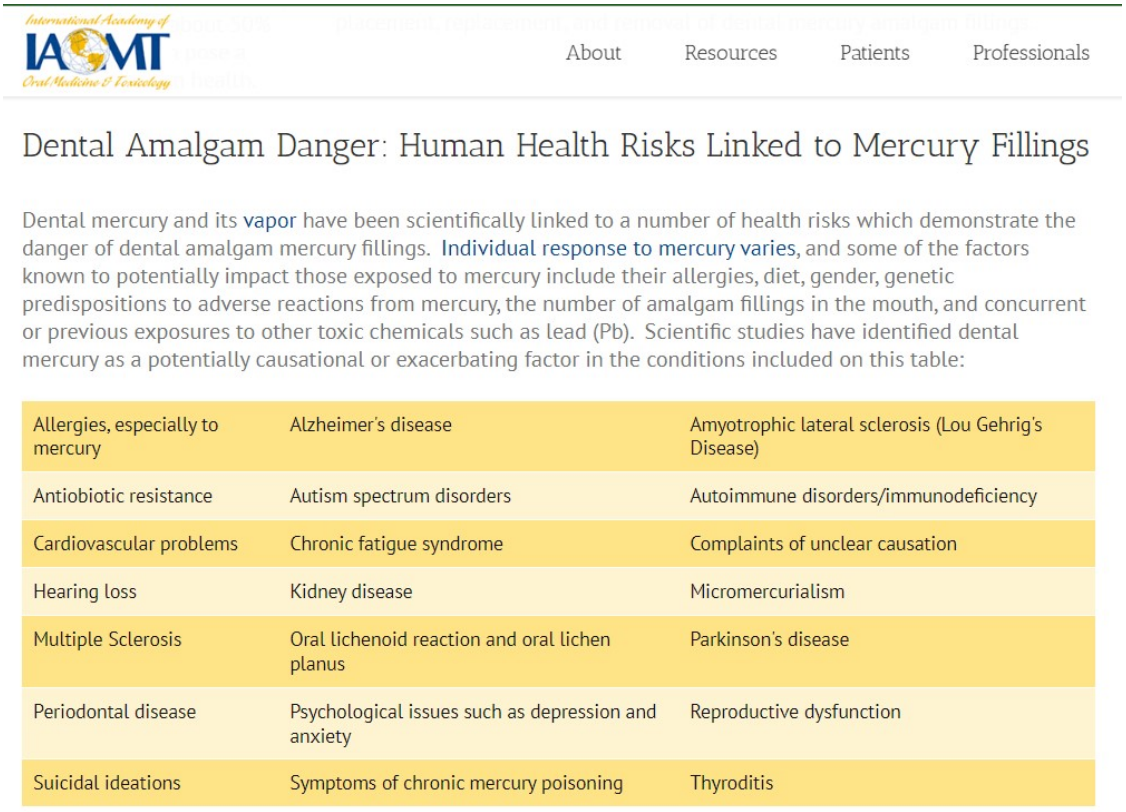
I have several teeth that are in bad shape and this has all happened in last 4 to 6 months - but need help finding a dentist that accepts Medicaid first and foremost - have not had any luck...

Issues I am dealing with -

* many teeth need fillings, crowns, other restorative work, possibly even pulled...if pulled...I need to have some way to replace them....Sjogrens causes extreme dry mouth....that leads to a lot of trouble swallowing/Dysphagia....if I cannot even chew up food - that will not help matters...

* I have several mercury amalgam fillings that I need to have out of my mouth - done in a safe....way.... See S.M.A.R.T. certified dentists here:
https://iaomt.org/member-listings-smart-member/

Below is a table summarizing what has been PROVEN/LINKED to Hg Amalgam Fillings:



About Resources Patients Professionals

Dental Amalgam Danger: Human Health Risks Linked to Mercury Fillings

Dental mercury and its vapor have been scientifically linked to a number of health risks which demonstrate the danger of dental amalgam mercury fillings. Individual response to mercury varies, and some of the factors known to potentially impact those exposed to mercury include their allergies, diet, gender, genetic predispositions to adverse reactions from mercury, the number of amalgam fillings in the mouth, and concurrent or previous exposures to other toxic chemicals such as lead (Pb). Scientific studies have identified dental mercury as a potentially causational or exacerbating factor in the conditions included on this table:

Allergies, especially to mercury	Alzheimer's disease	Amyotrophic lateral sclerosis (Lou Gehrig's Disease)
Antiobiotic resistance	Autism spectrum disorders	Autoimmune disorders/immunodeficiency
Cardiovascular problems	Chronic fatigue syndrome	Complaints of unclear causation
Hearing loss	Kidney disease	Micromercurialism
Multiple Sclerosis	Oral lichenoid reaction and oral lichen planus	Parkinson's disease
Periodontal disease	Psychological issues such as depression and anxiety	Reproductive dysfunction
Suicidal ideations	Symptoms of chronic mercury poisoning	Thyroditis

Since I have a number of these issues....I feel greatly like the Hg fillings I have in my mouth are contributing to overall illness issues and complicating matters further. Many functional medicine/root-cause doctors would say that you cannot begin to heal until all the Hg fillings have been removed....they have to be removed over a period of time too - in order to not cause further neurotoxic damage.....

I need a good general tooth cleaning...

I have been in braces twice in my life and in the last 3 years completed a round of invisible aligners....unfortunately...my teeth have moved some....and yesterday I ended up even accidentally breaking my lower retainer somehow....I had chewed through one part of it with my canine in my sleep anyway - probably made it weak....I need this to be remade urgently so my teeth don't move further....the orthodontist (Dr. Farnsley) where I had the work done, does not accept Medicaid and a replacement retainer is around $150. Can you help with this?

On my front teeth, I have composite painted on....my enamel is VERY VERY thin - so much so that it is translucent. So a dentist did me a solid and painted on some composite (for pay of course) a few years ago....I need it to be 'adjusted' as the line between composite and fragile enamel remaining is becoming more and more visible...I don't want my front teeth to break off....

I am having a lot of pain especially in the tooth decay area of my lower right side...I need help with this as a priority really

And of course special dental toothpastes that are not covered by insurance have not been affordable....so maybe you can help there too? After I even find a dentist that can help with the above?

I need a new mattress and new sheets for my bed....the new mattress would make a big difference...I lose a lot of sleep because of how much pain I am in because of how bad the mattress is....new sheets would make a big difference because (I think) there are some that are even made to be demodex mite free now.....there is a link between Demodex Mites and Ocular Rosacea and Dry Eye Disease and Meibomiam Gland Dysfunction....

If you know of any resources in the community that might (e.g.) have tickets to the Nutcracker or things along those lines (cultural and age appropriate things) that I could take Jackie too - that would be awesome. I don't know of any despite extensive research....

I will have to send another email covering other ground...like Medicaid eligibility checks that are often only days apart....it has made my life very stressful...and caused even more anxiety....

Also other medical needs include....getting access to some care I do not yet have....ruling out some medical conditions that have not been ruled out...and getting some other important things done (like I want an over-read of an MRI done that showed that I have a tumor in my thoracic spine in Feb. 2023 that was not there previously)....1st identified as an introsseous meningioma....then later as a 'garden variety hemangioma probably nothing to worry about'.....but the differential dx for both of those is Lymphoma and since there is a 44x higher fold risk chance of Lymphoma if you have Sjogren's according to some studies....it is important to rule it out or at a bare minimum have a follow up MRI....

NeuroQuant MRI showed a lot of brain atrophy beyond that expected for my age and gender, so that is of concern as well.....need an interpretation of the NeuroQuant MRI report....

I told you this would be long - the other medicaid one will not be as long as this...but will contain one long document of things received from DCBS recently pertaining to KTAP/SNAP/Medicaid....can anybody help me understand those things - the decisions they are making - why I am being re-evaluated every few days at times? I am hopeful you will be able to help me with many of the above....I feel very scatter-brained - so hoping that you all helping me - you and whoever works with me - that we can smoothen this out so I can focus more on actually living....

Oh yeah - almost forgot - Dr. Mueller called in a RX for Miebo (a new Bausch and Lomb product) and insurance is denying it as well - can you help with it?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Thank you,

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

fouts.john@gmail.com

From: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Sent: Wednesday, April 10, 2024 9:57 AM
To: John Fouts
Subject: Re: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
Attachments: Email from HelpDesk.pdf

Can you help with any of these? My pharmacy is CVS in Shepherdsville...at 157 S. Buckman St. We cannot help with anything prescription wise

* Traditional Medicaid is now charging for Vitamin D whereas before, I was able to get Vitamin D covered under Humana MCO. (Was Dr. Murphy - former PCP - now Dr. Allen is handling rx - but remaining rx still under Dr. Murphy)
---
* Traditional Medicaid is now charging for Senna whereas before, I was able to get it covered. (Dr. Stocker)
---
* Traditional Medicaid is now denying coverage for the one a day multivitamin I was taking -- can you help? (rx by Dr. Murphy - former PCP)
I'm presently out of them....my body has trouble absorbing vitamins and nutrients....
---
* Traditional Medicaid is now denying Sunosi - a medication that has been helping me with the whole wake and sleep cycle thing and narcolepsy -- I took my last dose of it this morning (2023-12-13). Dr. Shaikun is my sleep doctor.
==========
* Medicaid Waiver People at Medicaid Member Services have said several items that 'were' covered under the MCO - are now going to need new PAs....can you help? We do not do PA's for Medicaid- Only waiver services.

--> IVIG (this is going to be the hardest probably)... A gentleman named Taskin at the specialty pharmacy that handles this infusion (AIC/AIS) is working on this too -- this is currently rx by Dr. Stocker (GI) -- at U of L -- > Taskin's contact information is below. IVIG is VERY EXPENSIVE....it is the recommended treatment (also) for Specific Antibody Deficiency (S.A.D. lol) which is dx by Dr. Deniskin at UK (Immunology/Pulmonology) We cannot help this

Taskin Amin

Intake Coordinator

18451 Dallas Parkway, Suite 150 | Dallas, TX 75287

P: 229.242.3060 Ext 6416 | 800.482.8466 Ext 6416

F: 229-242-9914

tamin@aiscaregroup.com | www.aiscaregroup.com

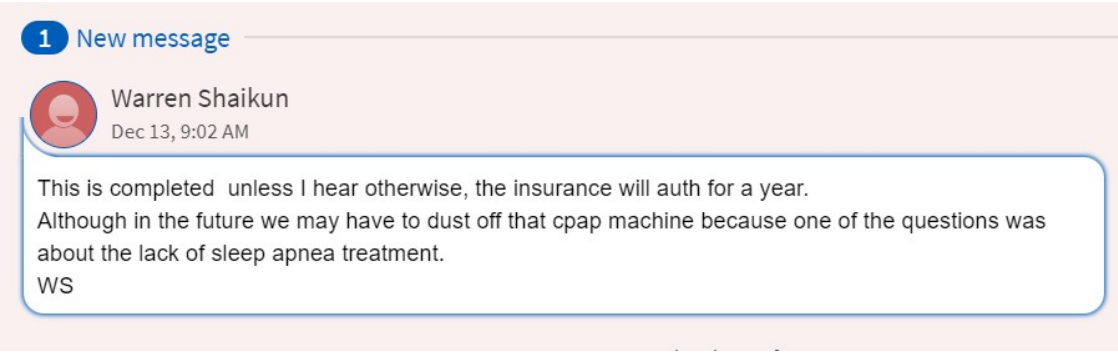
*** I receive IVIG weekly - normally on Monday -- and pre and post fluids etc... Taskin can fill you in more. *** Nichelle ("Nuh-Sheila") is the name of my Home Health Nurse.

New PA will be required for Alprazolam (Dr. Bilbro - U of L Psychiatry) We do not do PA's for Medicaid, only waiver services.

New PA now required for Adderall from Dr. Shaikun's office at U of L Sleep Medicine -- (Dr. Shaikun - U of L Sleep Medicine) We do not do PA's for Medicaid, only waiver services.

Sunosi now being denied by Medicaid -- it has been helping me though -- (Dr. Shaikun - U of L Sleep Medicine)

Got this tonight (11 p.m. 2023-12-13)


1 New message
Warren Shaikun
Dec 13, 9:02 AM
This is completed unless I hear otherwise, the insurance will auth for a year.
Although in the future we may have to dust off that cpap machine because one of the questions was about the lack of sleep apnea treatment.
WS

Still may need help with this though - not convinced the denial didn't occur after whatever Dr. Shaikun was able to see....keep on radar please for now...

Unclear whether or not PA is required for Copper infusions. I receive these every 52 days at Norton Cancer Center downtown (Dr. Glisson - Norton - Hematology/Oncology)

Can you find out if PA needed, and help with whatever needs to be done? We do not do PA's for medicaid, only for waiver services

---

Calcium Carbonate -- U of L -- Dr. Stocker -- Now not going to be covered -- can you help? (GI - U of L - Dr. Stocker) We cannot do anything with prescriptions.

Pilocarpine -- was previously approved -- now going to require PA -- need Dr. Stocker (GI) office to call in new RX so pharmacy will get notice PA required and can go that route (per Dr. Stocker's office) We do not do PA's for Medicaid, only for waiver services.

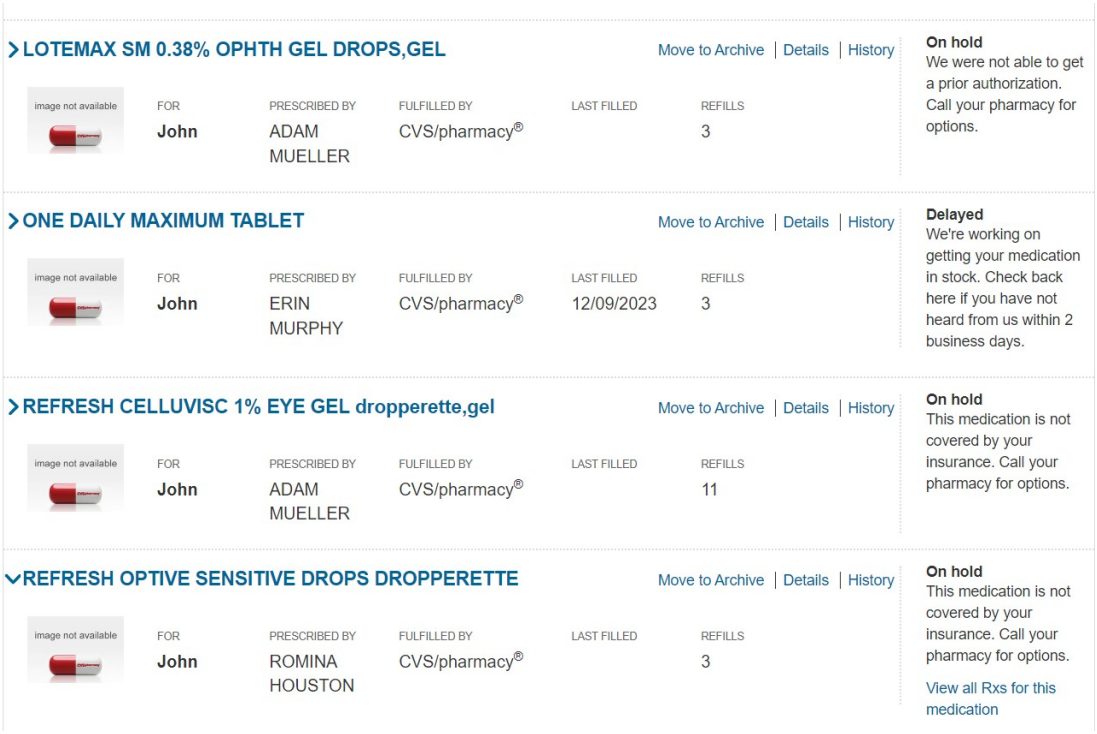
Magnesium Oxide -- formerly approved -- now denied -- can you help? (GI - U of L - Dr. Stocker) We cannot assist with prescriptions.

Medicaid, 'was' covering these drops - but they were part of the 27 eyedrop fda recall....and Medicaid refused to cover anything else as a replacement leaving me S.O.L.

It isn't okay....my eyes feel literally on fire....

So these drops were not good anyway....I need something better....

More RX Needs:


LOTEMAX SM 0.38% OPHTH GEL DROPS,GEL
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
We were not able to get a prior authorization. Call your pharmacy for options.
ONE DAILY MAXIMUM TABLET
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ERIN MURPHY
FULFILLED BY CVS/pharmacy®
LAST FILLED 12/09/2023
REFILLS 3
Delayed
We're working on getting your medication in stock. Check back here if you have not heard from us within 2 business days.
REFRESH CELLUVISC 1% EYE GEL dropperette,gel
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 11
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
REFRESH OPTIVE SENSITIVE DROPS DROPPERETTE
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ROMINA HOUSTON
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
View all Rxs for this medication

Can you help me get Refresh Celluvisc (for night time and/or daytime), These are not covered through waiver goods & services

Refresh Optive dropperettes for daily use? These are not covered through waiver goods & services.

The Lotemax gel…

I need to be able to have lid scrubs too like Cliradex Wipes…or like Ocusoft Wipes or like These are not covered through goods & services

OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
30 Individually Wrapped
Pre-Moistened Pads
OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
Leave-On
Formula for
Soothing,
Calming Relief
#1
One Pre-Moistened Pad

Restasis should be switched to Cequa as Cequa is a bit stronger concentration....Dr. Mueller called in a RX but no PA was ever obtained.....I need help with this too... Restasis is 0.05% Cyclosporin....Cequa is 0.09%.....Johns Hopkins Opthalmology uses a 0.1% compounded cream...I hope to write to the doctor I met there through a men's sjogren's group....sometime today....I hope to anyway....

** Compression Stockings ** Gould's Discount Medical Supply (St. Matthews) has filled rx in the past. I have had 2 separate doctors that have called in rx for stockings in the past (Dr. Glisson - Hematologist/Oncologist and Dr. Dwivedi (Vascular Surgeon)). So I might have more than one rx to look at. Toni (mgr) there would be best person to talk to. She is really sweet, and was one of my elementary school friend's little sisters..but she is grown now. I don't know what her married last name is or I'd tell you - but if you ask for her - she will help as much as she possibly can...of course anyone there can potentially help. Question: If I have multiple doctors write rx for compression stockings are they treated as different items by Medicaid? Does that make sense? Currently working on this

** Shoes (All I can wear are flip flops unfortunately - so I go through / wear down / flip flops VERY QUICKLY - honestly - about one pair every 3 months or less if I had the money to buy them that frequently. You have to realize - I have no other options - not sure if that helps with the compression stockings too possibly as I have no other foot covering options - and I would think insurance would not want me to get ulcers on my feet or something or non-healing wounds - because that would ultimately lead to costing them more money....compression stockings (OPEN-TOED), and flip flops are how I roll. I wear between size 11 and 12.5. My measured shoe-size is 12.5 but flip-flops vary more in length for some reason (not as strict of standards). As noted - ideally it would be best to have some that would allow for inserts of custom orthotics as I had those made years ago...but have not really been able to wear them really. Waiver will not pay for shoes

** Band-Aids -- both me -- and my child -- prefer the size that is 1 3/4" We cannot get bandaids

** Eye Drops - Lubricating -- wetting -- soothing -- for moderate to severe dry eye disease....some brands that I have found somewhat helpful are included in other parts of this email....but also includes Ivizia, Refresh Mega with Omega 3s.... Systane.....Theratears.....important to note that gels are primarily used at night and drops primarily during the day....also need the wipes (lid scrubs) separately - supposed to use those 2x per day.....they help with demodex mites, ocular rosacea, meibomiam gland dysfunction, dry eye disease, etc....Autologous Tear Serum....this is a specially compounded medication that is made by taking a patient's blood, spinning it down, extracting the serum....adding saline sterile solution....and using the plasma concentration eye drops to put back into the patient's own body.... I reached out to the Medicaid HelpDesk on this again. These will not be covered through waiver as they are specialty made

In order to treat Higher Order Corneal Aberrations -- Scleral Lenses have been recommended....those costs thousands.... I learned of a place called BostonSight.org that helps

patients with no to low income cover the cost of these lenses....if this could help correct my vision issues...it could theoretically also help with energy. ATP is used A LOT by your eyes...ATP is the energy molecule of all life (both plants and animals)....can you help me get in touch with BostonSight.org and this program? This is not a KY Medicaid Program

** IPL Treatment for Dry Eye Disease / Meibomiam Gland Dysfunction / Sjogren's Disease / and Ocular Rosacea ** -- It is the only FDA approved treatment ...

OptiLight by Lumenis is the only FDA-approved IPL (Intense Pulsed Light) treatment for dry eye disease. OptiLight is a light-based, non-invasive treatment that uses light pulses to treat dry eye disease caused by meibomian gland dysfunction (MGD). **Goods & Services does not pay for any treatments**

Dr. Mueller recommends IPL....Dr. Rabaut who I saw before that (at VisionFirst Middletown that is a Dry Eye specialist) - said she recommended it....she referred me to Bennett and Bloom...

Dr. Rabaut also recommended Autologous Tear Serum as did Dr. Eiferman (U of L Corneal Specialist)....Dr. Eiferman refused to write a letter of medical necessity simply stating it would not do any good because insurance never covers it.....I was, however, able to get Dr. Rabaut to write one. I've attached it to this email. We do not do PA's for Medicaid. Only waiver services

==========

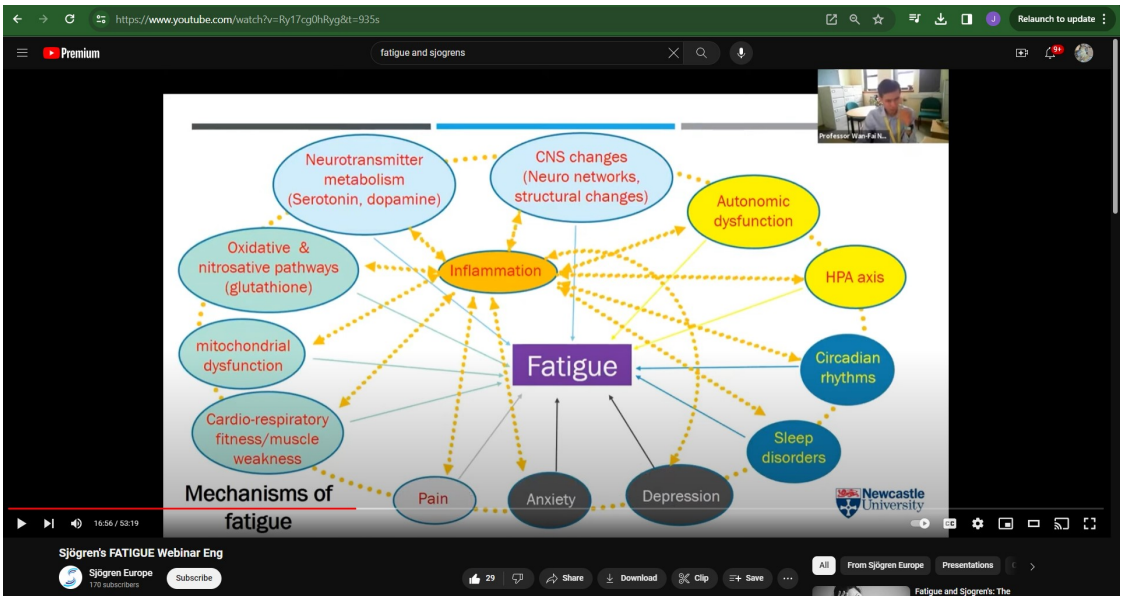
Here is the Redmond Life - Real Salt Company - Link:

https://redmond.life/collections/real-salt?gad_source=1&gclid=Cj0KCQiAyeWrBhDDARIsAGP1mWSZb6GNpsUejK5JkR7v0bjq09IMKOk2TGml_Qd91s6_QuUdcfDvWQoaAtU4EALw_wcB

Waiver will not pay for this. Waiver will not cover any grocery items.

OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for Moderate-Severe Conditions
30 Individually Wrapped
One Pre-Moistened Pad

Sjogren's Related Fatigue - Related Likely Mechanisms:



Olapatadine (I am presently on this for allergy eye drops -- can you help me see if Dr. Mueller can increase strength to 0.2% from 0.1%?)

EpiCeram -- this is rx by my dermatologist Dr. Brown at Associates in Dermatology -- EpiCeram is VERY EXPENSIVE at a local compounding pharmacy - so BlinkRX was contacted in terms of getting the cheapest price possible. BlinkRX price is $39.95 and this is the monthly cost.....can you please help try to get this covered? My skin is suffering greatly and I have actually a number of skin issues -- Dr. Brown can provide clinical notes... (Ashley Brown). Waiver will not cover for prescriptions

Retin-A -- I need to make sure that this remains covered since the switch to the waiver - it was covered before switching - but I fear - like many others - that it may now not be covered...

Ferrous Gluconate -- I have been taking this for a long time -- Copper Deficiency causes Iron Transport issues -- having more iron makes it easier for the body to grab what it can where it can (I think is how that works)....you mentioned you were not familiar with Copper deficiency....take a look at the Copper Processes in the Body Part I in the attachment - I think you will be amazed by what it helps regulate.....It is now not covered per CVS...can you help? We're unable to help with this

Loratidine -- I have been buying this OTC, but I'm sure I can get a rx for it -- it is helping me somewhat...is it on the formulary? (Generic Claritin) As waiver case management we don't know what is on the formulary
Fluticasone -- I have been using this OTC, but I'm sure can get rx for it -- it is helping me somewhat....is it on the formulary? Generic Flonase

Lotion(s) outside of the EpiCeram above.....here is a recommended list from the Sjogren's Foundation of lotions.....(I don't want to use an 'ointment' as it makes me feel too 'sticky').....can any of the below be covered with the waiver services? Waiver will not cover lotions

Moisturizers, Creams, Deodorants and Cleansing Products

AmLactin® Cream and Lotion
AmLactin® Ultra Smoothing Moisturizing Lotion
AmLactin® Foot Repair Cream

Sandoz

100 College Road West

Princeton, NJ 08540
800-525-8747
www.amlactin.com

Aveeno® Fragrance-Free Moisturizing Bar
Aveeno® Fragrance-Free Skin Relief Body Wash
Aveeno® Moisturizing Lotions and Creams
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-298-2525
www.aveeno.com

Bag Balm®
Dairy Association Co., Inc.

P.O. Box 145
Lindonville, VT 05851
800-232-3610
www.bagbalm.com

Basis® Sensitive Skin Bar
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.beiersdorf.com

Bexi's Serum, Bexi's Body Milk
Bexi's Balm, Bexi's Spritz
1520 E. Covell Blvd #316
Davis, CA 95616
530-302-5443
www.bexiphd.com

Borage Therapy Body Lotion and Hand Cream

ShiKai Products
P.O. Box 2866
Santa Rosa, CA 95405
800-448-0298
www.shikai.com

Caimon Oil All-Natural Alligator Oil

1485 29th Street
Kenner, LA
844-4CAIMON

Cetaphil® Moisturizing Lotions
Cetaphil® Gentle Skin Cleanser

GALDERMA Special Services
14501 North Freeway
Fort Worth, TX 76177

800-582-8225

www.cetaphil.com

Curel® Ultra Healing® Lotion

Kao Brands

2535 Spring Grove Ave

Cincinnati, OH 45214

800-572-2931

www.curel.com

Cutemol® Emollient Cream

Summers Laboratories, Inc.

103 G.P. Clement Drive

Collegeville, PA 19426-2044

800-533-7546

www.sumlab.com

Dove® Sensitive Skin Fragrance Free Beauty Bar

Dove® Sensitive Skin Fragrance Free

Antiperspirant/Deodorant
Unilever Consumer Services
920 Sylvan Ave.
Englewood Cliffs, NJ. 06611
800-761-3683
www.dove.com

Eucerin® Moisturizing Lotion
Eucerin® Dry Skin Therapy
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 07632
800-227-4703
www.eucerin.com

Gloves In A Bottle
Gloves in a Bottle, Inc.
P.O. Box 615

Montrose, CA 91021
800-600-1881

Glycerin Hand Therapy
Camille Beckman
175 S. Rosebud Lane
Eagle, ID 83616
888-494-2637
www.camillebeckman.com

Kiss My Face® Fragrance Free Hand Soap
Kiss My Face® Fragrance Free Roll-on and Stick Deodorants
Kiss My Face Corp.
P.O. Box 224
Gardiner, NY 12525-0224
800-262-5477
www.kissmyface.com

Lubriderm® Sensitive Skin Moisturizing Lotion
Lubriderm® Advanced Therapy Moisturizing Lotion
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-543-8477
www.lubriderm.com

Nature's Mist® Face of the Water™
Bio-Logic Aqua Technologies
P.O. Box 400
Grants Pass, OR 97528
800-367-6478
www.naturesmist.com

Neutrogena® Fragrance Free Cleansing Bar

Neutrogena® Norwegian Formula Fragrance Free Body Moisturizer

Neutrogena Corp.
199 Grandview Rd.
Skillman, NJ 08558
800-582-4048
www.neutrogena.com

Nivea® Body Essentials Enriched Lotions

Beiersdorf Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.niveausa.com

Hydrating Skin Care Line

PEAK 10 SKIN

Breck Edge LLC
400 North Park Ave.,
Suite 10-B
Breckenridge, CO 80242
970-423-6404
email: **Info@peak10skin.com**
www.peak10skin.com

Releveum® Skin Repair Cream
Desert Harvest
P.O. Box 1412
Hillsborough NC 27278
800-222-3901
www.desertharvest.com

Skin Gel Ultimate Skin Treatment
Aloe Life International
P.O. Box 710759
Santee, CA 92072-0759

800-414-2563

www.aloelife.com

Vanicream™ Cleansing Bar
Vanicream™ Lite Lotion for Sensitive Skin
Vanicream™ Moisturizing Skin Cream

Pharmaceutical Specialties, Inc.

P.O. Box 6298

Rochester, MN 55903-6298

800-325-8232

www.vanicream.com

I go through A TON of lotions....because my skin is SO DRY.....also - in the Summertime - I need to find a good solution for a bug spray -- I have had Lyme Disease....AND Rocky Mountain Spotted Fever - and I LOVE nature - but am literally AFRAID of ticks....

More information about Sjogren's systemic nature (from sjogrens.org) -- see below....also....Rituximab infusions have been recommended by the Immunologist/Pulmonologist I see at UK - Dr. Deniskin - can you please follow up with his office for me on where we stand with that? I don't know if he hit an insurance block or what....also - Jackie was referred there to be seen by him too - since so many similiarities but haven't heard back - can you help follow up on that for me?

While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

Symptoms vary from person to person but may include:

- Neurological problems, concentration/memory-loss, “brain fog”, dysautonomia, headaches
- Dry eyes, corneal ulcerations and infections
- Dry nose, recurrent sinusitis, nosebleeds
- Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
- Swollen, painful parotid/salivary glands
- Difficulty swallowing, heartburn, reflux, esophagitis
- Fatigue, vasculitis, lymphoma, dry skin, skin sensitivity to UV light
- Recurrent bronchitis, interstitial lung disease, pneumonia

- Arthritis, joint/muscle pain
- Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
- Peripheral neuropathy, Raynaud's
- Stomach upset, gastroparesis, autoimmune pancreatitis
- Irritable bowel, autoimmune gastrointestinal dysmotility
- Interstitial cystitis, interstitial nephritis including renal tubular acidosis, glomerulonephritis
- Vaginal dryness, vulvodynia; chronic prostatitis

If there is a way to get Epsoms Salts covered - I like to take Epsoms Salt baths - but here where I am stuck living for now - my mother 'says' it is okay to use her bathtub - but it really 'isn't'....I need to be able to take soaks so I can help with some of the Cramp Fasciculation Syndrome issues I have along with the general relaxing nature of taking a bath before bedtime.... Epsom Salts are not covered through goods & services

My nurse said sometimes Waiver participants are able to get recliners -- this would be VERY BENEFICIAL to me -- so I would not be stuck in my bed all the time....or a recliner with some kind of desk attachment or something....I don't know...I am trying to make life easier...and trying to not leave anything out...and there is so much....that I have a lot of anxiety about both things.... I can send information to your doctor asking for the required paperwork to submit for a LIFT RECLINER, we can't get regular recliners.

My nurse (and me both) also thought that I could benefit potentially from a PT coming to my home to help with exercises, range of motion, possible things to encourage vascular flow, lymph flow, circulation in general, flexibility, and to possibly help with fatigue -- I don't know if there is such a thing - but a PT that had a yoga style approach would work really well...I try to do a short yoga routine (gentle/restorative) every night. This is up to your doctors. We don't have anything to do with approving any therapies

Transportation to and from appointments -- not from all appointments and to all appointments - but assistance with many....

My Endocrinologist - Dr. Sibai - at U of L called in a Continuous Blood Glucose Monitor for me -- I am not diabetic - but there is a lot of literature in the medical studies about how fluctuations in the normal glucose range may lead to small fiber neuropathy and damage to a delta and c unmyelinated nerve fiber sensory nerves....we could not get this covered...do you know of a company that would donate one to me? Libre Freestyle 3 or Dexcom G7 (Dexcom was Endo's preference)....would be best... These can't be covered through waiver services

Help in making sure that I have a water filtration system to remove heavy metals - my body has a toxic burden so anything to reduce its burden will contribute to better health or at a minimum maintenance of current level of health. Can't be covered through waiver services

A shower chair or bench -- (a cool looking non-grandma one if available) -- As when in the shower I have trouble standing for long because I have SEVERE foot pain and leg pain.... These are available through DME. Your doctor will have to send a prescription to a DME

Need glasses often -- rx changes a lot -- of course having a consistent treatment would help a lot too - but insurance hasn't allowed that to happen really... Waiver doesn't pay for glasses.

Tinted windows are recommended for vehicles of people with Sjogren's - that would help me a lot -- if there is a way to do this... Waiver will not cover for this.

Anything to help with burden of being gluten free -- letter of medical necessity of gluten free attached to this email.

Rocky and Frannie are certified as emotional support animals in Kentucky - see attached ESA letter.....previously asked former PCP (Dr. Erin Murphy) if she could write service animal letter for me in terms of getting a service dog....she did ... but I have not been able to follow up on that....see attached letter....attached letter for gluten sensitivity, memory impairment, and cannabis recommendation/attestation... Waiver will not assist with this

For teeth....

I have several teeth that are in bad shape and this has all happened in last 4 to 6 months - but need help finding a dentist that accepts Medicaid first and foremost - have not had any luck... I can assist with finding a dentist in Louisville that takes medicaid.

I need a good general tooth cleaning...

I have been in braces twice in my life and in the last 3 years completed a round of invisible aligners....unfortunately...my teeth have moved some....and yesterday I ended up even accidentally breaking my lower retainer somehow....I had chewed through one part of it with my canine in my sleep anyway - probably made it weak....I need this to be remade urgently so my teeth don't move further....the orthodontist (Dr. Farnsley) where I had the work done, does not accept Medicaid and a replacement retainer is around $150. Can you help with this? The most we can help with is assistance with finding a Dentist that takes Medicaid

On my front teeth, I have composite painted on....my enamel is VERY VERY thin - so much so that it is translucent. So a dentist did me a solid and painted on some composite (for pay of course) a few years ago....I need it to be 'adjusted' as the line between composite and fragile enamel remaining is becoming more and more visible...I don't want my front teeth to break off....

I am having a lot of pain especially in the tooth decay area of my lower right side...I need help with this as a priority really

And of course special dental toothpastes that are not covered by insurance have not been affordable....so maybe you can help there too? After I even find a dentist that can help with the above? Waiver will not pay for toothpaste.

I need a new mattress and new sheets for my bed....the new mattress would make a big difference...I lose a lot of sleep because of how much pain I am in because of how bad the mattress is....new sheets would make a big difference because (I think) there are some that are even made to be demodex mite free now.....there is a link between Demodex Mites and Ocular Rosacea and Dry Eye Disease and Meibomiam Gland Dysfunction.... Waiver will not pay for a new mattress and sheets. We would only cover hospital beds and will not cover sheets.

I will have to send another email covering other ground...like Medicaid eligibility checks that are often only days apart....it has made my life very stressful...and caused even more anxiety....

Also other medical needs include....getting access to some care I do not yet have....ruling out some medical conditions that have not been ruled out...and getting some other important things done (like I want an over-read of an MRI done that showed that I have a tumor in my thoracic spine in Feb. 2023 that was not there previously)....1st identified as an introsseous meningioma....then later as a 'garden variety hemangioma probably nothing to worry about'.....but the differential dx for both of those is Lymphoma and since there is a 44x higher fold risk chance of Lymphoma if you have Sjogren's according to some studies....it is important to rule it out or at a bare minimum have a follow up MRI....

NeuroQuant MRI showed a lot of brain atrophy beyond that expected for my age and gender, so that is of concern as well.....need an interpretation of the NeuroQuant MRI report.... We don't have any resources for this.

I told you this would be long - the other medicaid one will not be as long as this...but will contain one long document of things received from DCBS recently pertaining to KTAP/SNAP/Medicaid....can anybody help me understand those things - the decisions they are making - why I am being re-evaluated every few days at times? I am hopeful you will be able to help me with many of the above....I feel very scatter-brained -

so hoping that you all helping me - you and whoever works with me - that we can smoothen this out so I can focus more on actually living....

Oh yeah - almost forgot - Dr. Mueller called in a RX for Miebo (a new Bausch and Lomb product) and insurance is denying it as well - can you help with it? We cannot do anything with any prescriptions.

I have attached an email from the Waiver HelpDesk with a response about these needs.

On Fri, Mar 29, 2024 at 7:50 PM John Fouts <fouts.john@gmail.com> wrote:

> Here is some of the other information I'd sent to Jessica....IN DECEMBER OF LAST YEAR!
>
> John
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Thu, Dec 14, 2023 at 1:07 PM
> Subject: Fwd: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
> To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Thu, Dec 14, 2023 at 1:07 PM
> Subject: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
> To: John Fouts <Fouts.John@gmail.com>
>
> Hi Jessica.
>
> It was so nice to meet you this morning. This list includes 'some' but not 'all' of my needs - and should not be considered a full list of needs. I am trying to get over to you a majority of the things I am in need of right now.
>
> ***Can you help with any of these? My pharmacy is CVS in Shepherdsville...at 157 S. Buckman St.***
>
> * Traditional Medicaid is now charging for Vitamin D whereas before, I was able to get Vitamin D covered under Humana MCO. (Was Dr. Murphy - former PCP - now Dr. Allen is handling rx - but remaining rx still under Dr. Murphy)
> ---
> * Traditional Medicaid is now charging for Senna whereas before, I was able to get it covered. (Dr. Stocker)
> ---

* Traditional Medicaid is now denying coverage for the one a day multivitamin I was taking -- can you help? (rx by Dr. Murphy - former PCP)
I'm presently out of them....my body has trouble absorbing vitamins and nutrients....
---
* Traditional Medicaid is now denying Sunosi - a medication that has been helping me with the whole wake and sleep cycle thing and narcolepsy -- I took my last dose of it this morning (2023-12-13). Dr. Shaikun is my sleep doctor.
==========
* Medicaid Waiver People at Medicaid Member Services have said several items that 'were' covered under the MCO - are now going to need new PAs....can you help?

--> IVIG (this is going to be the hardest probably)... A gentleman named Taskin at the specialty pharmacy that handles this infusion (AIC/AIS) is working on this too -- this is currently rx by Dr. Stocker (GI) -- at U of L -- > Taskin's contact information is below. IVIG is VERY EXPENSIVE....it is the recommended treatment (also) for Specific Antibody Deficiency (S.A.D. lol) which is dx by Dr. Deniskin at UK (Immunology/Pulmonology)

Taskin Amin

Intake Coordinator

18451 Dallas Parkway, Suite 150 | Dallas, TX 75287

P: 229.242.3060 Ext 6416 | 800.482.8466 Ext 6416

F: 229-242-9914

tamin@aiscaregroup.com | www.aiscaregroup.com

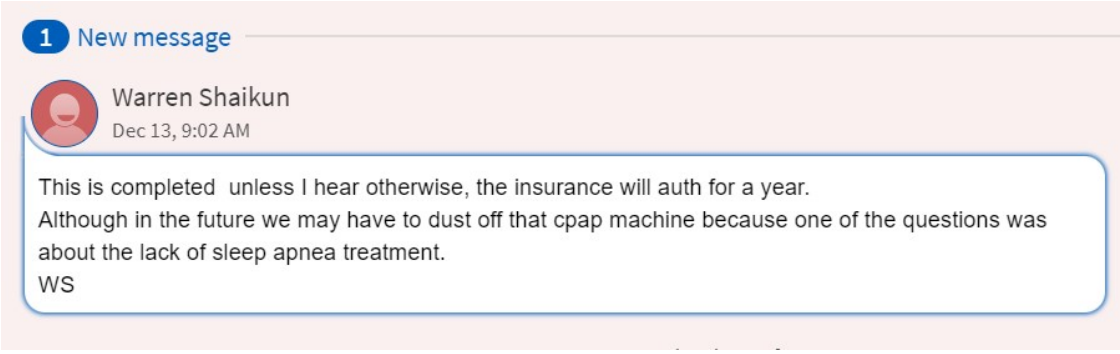
*** I receive IVIG weekly - normally on Monday -- and pre and post fluids etc... Taskin can fill you in more. *** Nichelle ("Nuh-Sheila") is the name of my Home Health Nurse.

New PA will be required for Alprazolam (Dr. Bilbro - U of L Psychiatry)

New PA now required for Adderall from Dr. Shaikun's office at U of L Sleep Medicine -- (Dr. Shaikun - U of L Sleep Medicine)

Sunosi now being denied by Medicaid -- it has been helping me though -- (Dr. Shaikun - U of L Sleep Medicine)

Got this tonight (11 p.m. 2023-12-13)


1 New message
Warren Shaikun
Dec 13, 9:02 AM
This is completed unless I hear otherwise, the insurance will auth for a year.
Although in the future we may have to dust off that cpap machine because one of the questions was about the lack of sleep apnea treatment.
WS

Still may need help with this though - not convinced the denial didn't occur after whatever Dr. Shaikun was able to see....keep on radar please for now...

Unclear whether or not PA is required for Copper infusions. I receive these every 52 days at Norton Cancer Center downtown (Dr. Glisson - Norton - Hematology/Oncology)

Can you find out if PA needed, and help with whatever needs to be done?

Calcium Carbonate -- U of L -- Dr. Stocker -- Now not going to be covered -- can you help? (GI - U of L - Dr. Stocker)

Pilocarpine -- was previously approved -- now going to require PA -- need Dr. Stocker (GI) office to call in new RX so pharmacy will get notice PA required and can go that route (per Dr. Stocker's office)

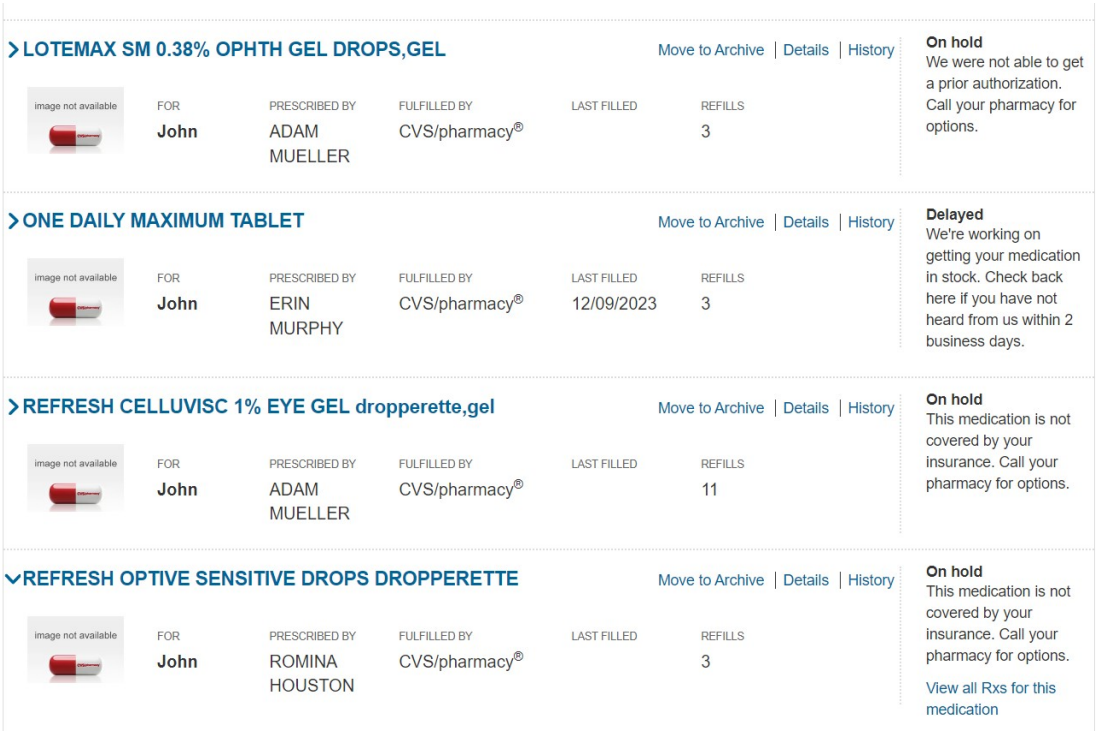
Magnesium Oxide -- formerly approved -- now denied -- can you help? (GI - U of L - Dr. Stocker)

Medicaid, 'was' covering these drops - but they were part of the 27 eyedrop fda recall....and Medicaid refused to cover anything else as a replacement leaving me S.O.L.

It isn't okay....my eyes feel literally on fire....

So these drops were not good anyway....I need something better....

More RX Needs:


LOTEMAX SM 0.38% OPHTH GEL DROPS,GEL
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
We were not able to get a prior authorization. Call your pharmacy for options.
ONE DAILY MAXIMUM TABLET
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ERIN MURPHY
FULFILLED BY CVS/pharmacy®
LAST FILLED 12/09/2023
REFILLS 3
Delayed
We're working on getting your medication in stock. Check back here if you have not heard from us within 2 business days.
REFRESH CELLUVISC 1% EYE GEL dropperette,gel
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ADAM MUELLER
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 11
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
REFRESH OPTIVE SENSITIVE DROPS DROPPERETTE
Move to Archive | Details | History
image not available
FOR John
PRESCRIBED BY ROMINA HOUSTON
FULFILLED BY CVS/pharmacy®
LAST FILLED
REFILLS 3
On hold
This medication is not covered by your insurance. Call your pharmacy for options.
View all Rxs for this medication

Can you help me get Refresh Celluvisc (for night time and/or daytime),

Refresh Optive dropperettes for daily use?

The Lotemax gel...

I need to be able to have lid scrubs too like Cliradex Wipes...or like Ocusoft Wipes or like

Restasis should be switched to Cequa as Cequa is a bit stronger concentration....Dr. Mueller called in a RX but no PA was ever obtained.....I need help with this too... Restasis is 0.05% Cyclosporin....Cequa is 0.09%.....Johns Hopkins Opthalmology uses a 0.1% compounded cream...I hope to write to the doctor I met there through a men's sjogren's group....sometime today....I hope to anyway....

** Compression Stockings ** Gould's Discount Medical Supply (St. Matthews) has filled rx in the past. I have had 2 separate doctors that have called in rx for stockings in the past (Dr. Glisson - Hematologist/Oncologist and Dr. Dwivedi (Vascular Surgeon)). So I might have more than one rx to look at. Toni (mgr) there would be best person to talk to. She is really sweet, and was one of my elementary school friend's little sisters..but she is grown now. I don't know what her married last name is or I'd tell you - but if you ask for her - she will help as much as she possibly can...of course anyone there can potentially help. Question: If I have multiple doctors write rx for compression stockings are they treated as different items by Medicaid? Does that make sense?

** Shoes (All I can wear are flip flops unfortunately - so I go through / wear down / flip flops VERY QUICKLY - honestly - about one pair every 3 months or less if I had the money to buy them that frequently. You have to realize - I have no other options - not sure if that helps with the compression stockings too possibly as I have no other foot covering options - and I would think insurance would not want me to get ulcers on my feet or something or non-healing wounds - because that would ultimately lead to costing them more money....compression stockings (OPEN-TOED), and flip flops are how I roll. I wear between size 11 and 12.5. My measured shoe-size is 12.5 but flip-flops vary more in length for some reason (not as strict of standards). As noted - ideally it would be best to have some that would allow for inserts of custom orthotics as I had those made years ago...but have not really been able to wear them really.

** Band-Aids -- both me -- and my child -- prefer the size that is 1 3/4"

** Eye Drops - Lubricating -- wetting -- soothing -- for moderate to severe dry eye disease....some brands that I have found somewhat helpful are included in other parts of this email....but also includes Ivizia, Refresh Mega with Omega 3s.... Systane.....Theratears.....important to note that gels are primarily used at night and drops primarily during the day....also need the wipes (lid scrubs) separately - supposed to use those 2x per day.....they help with demodex mites, ocular rosacea, meibomiam gland dysfunction, dry eye disease, etc....Autologous Tear Serum....this is a specially compounded medication that is made by taking a patient's blood, spinning it down, extracting the serum....adding saline sterile solution....and using the plasma concentration eye drops to put back into the patient's own body....

In order to treat Higher Order Corneal Aberrations -- Scleral Lenses have been recommended....those costs thousands.... I learned of a place called BostonSight.org that helps patients with no to low income cover the cost of these lenses....if this could help correct my vision issues...it could theoretically also help with energy. ATP is used A LOT by your eyes...ATP is the

energy molecule of all life (both plants and animals)....can you help me get in touch with BostonSight.org and this program?

** IPL Treatment for Dry Eye Disease / Meibomiam Gland Dysfunction / Sjogren's Disease / and Ocular Rosacea ** -- It is the only FDA approved treatment ...

OptiLight by Lumenis is the only FDA-approved IPL (Intense Pulsed Light) treatment for dry eye disease. OptiLight is a light-based, non-invasive treatment that uses light pulses to treat dry eye disease caused by meibomian gland dysfunction (MGD).

Dr. Mueller recommends IPL....Dr. Rabaut who I saw before that (at VisionFirst Middletown that is a Dry Eye specialist) - said she recommended it....she referred me to Bennett and Bloom...

Dr. Rabaut also recommended Autologous Tear Serum as did Dr. Eiferman (U of L Corneal Specialist)....Dr. Eiferman refused to write a letter of medical necessity simply stating it would not do any good because insurance never covers it.....I was, however, able to get Dr. Rabaut to write one. I've attached it to this email.

==========

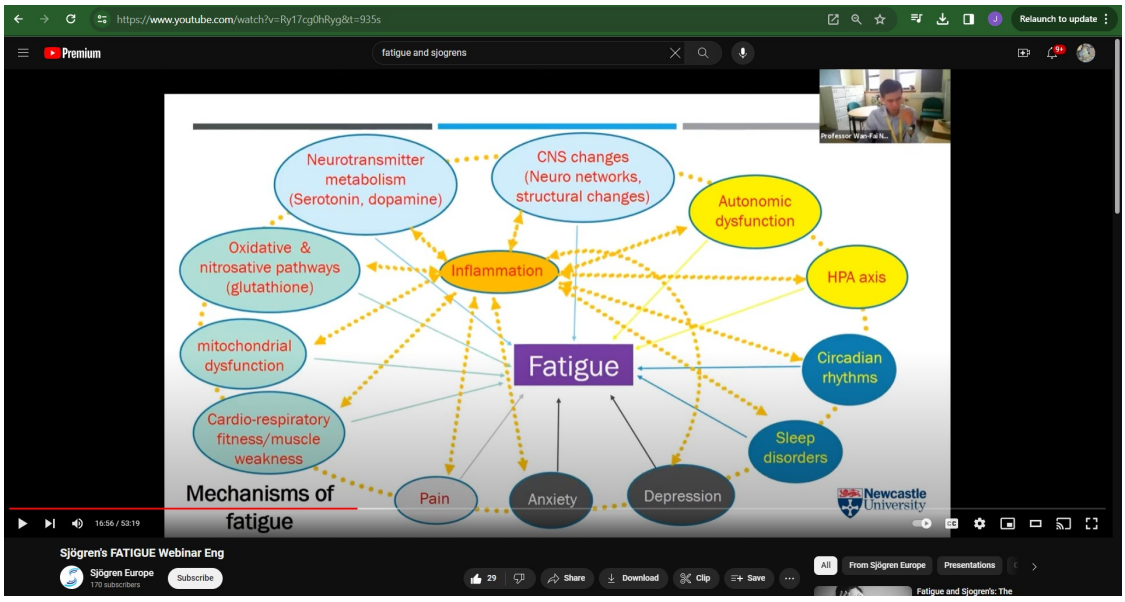
Here is the Redmond Life - Real Salt Company - Link:

https://redmond.life/collections/real-salt?gad_source=1&gclid=Cj0KCQiAyeWrBhDDARIsAGP1mWSZb6GNpsUejK5JkR7v0bjq09IMKOk2TGml_Qd91s6_QuUdcfDvWQoaAtU4EALw_wcB

Redmond
REAL SALT
AMAZING TASTE
UNREFINED MINERAL SALT
MINED IN AMERICA
PERFECT FOR EVERYDAY USE
ANCIENT FINE SEA SALT

OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for Modera
30 Individually Wrapped
OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for
Moderate-Severe Conditions
One Pre-Moistened Pad

Sjogren's Related Fatigue - Related Likely Mechanisms:



Olapatadine (I am presently on this for allergy eye drops -- can you help me see if Dr. Mueller can increase strength to 0.2% from 0.1%?)

EpiCeram -- this is rx by my dermatologist Dr. Brown at Associates in Dermatology -- EpiCeram is VERY EXPENSIVE at a local compounding pharmacy - so BlinkRX was contacted in terms of getting the cheapest price possible. BlinkRX price is $39.95 and this is the monthly cost.....can you please help try to get this covered? My skin is suffering greatly and I have actually a number of skin issues -- Dr. Brown can provide clinical notes... (Ashley Brown).

Retin-A -- I need to make sure that this remains covered since the switch to the waiver - it was covered before switching - but I fear - like many others - that it may now not be covered...

Sildenafil -- I used to get this at Kroger -- but I learned recently that it is on the formulary (I think) for Traditional Medicaid -- so I am transferring it to CVS - CVS had a note stating that a PA was required -- can you help me make sure we follow this through?

Ferrous Gluconate -- I have been taking this for a long time -- Copper Deficiency causes Iron Transport issues -- having more iron makes it easier for the body to grab what it can where it can (I think is how that works)....you mentioned you were not familiar with Copper deficiency....take a look at the Copper Processes in the Body Part I in the attachment - I think you will be amazed by what it helps regulate.....It is now not covered per CVS...can you help?

Loratidine -- I have been buying this OTC, but I'm sure I can get a rx for it -- it is helping me somewhat...is it on the formulary? (Generic Claritin)
Fluticasone -- I have been using this OTC, but I'm sure can get rx for it -- it is helping me somewhat....is it on the formulary? Generic Flonase

Lotion(s) outside of the EpiCeram above.....here is a recommended list from the Sjogren's Foundation of lotions.....(I don't want to use an 'ointment' as it makes me feel too 'sticky').....can any of the below be covered with the waiver services?

Moisturizers, Creams, Deodorants and Cleansing Products

AmLactin® Cream and Lotion
AmLactin® Ultra Smoothing Moisturizing Lotion
AmLactin® Foot Repair Cream

Sandoz

100 College Road West
Princeton, NJ 08540
800-525-8747
www.amlactin.com

Aveeno® Fragrance-Free Moisturizing Bar
Aveeno® Fragrance-Free Skin Relief Body Wash
Aveeno® Moisturizing Lotions and Creams
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-298-2525
www.aveeno.com

Bag Balm®
Dairy Association Co., Inc.
P.O. Box 145
Lindonville, VT 05851
800-232-3610
www.bagbalm.com

Basis® Sensitive Skin Bar
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.beiersdorf.com

Bexi's Serum, Bexi's Body Milk
Bexi's Balm, Bexi's Spritz
1520 E. Covell Blvd #316
Davis, CA 95616

530-302-5443
www.bexiphd.com

Borage Therapy Body Lotion and Hand Cream
ShiKai Products
P.O. Box 2866
Santa Rosa, CA 95405
800-448-0298
www.shikai.com

Caimon Oil All-Natural Alligator Oil
1485 29th Street
Kenner, LA
844-4CAIMON

Cetaphil® Moisturizing Lotions
Cetaphil® Gentle Skin Cleanser
GALDERMA Special Services
14501 North Freeway

Fort Worth, TX 76177
800-582-8225
www.cetaphil.com

Curel® Ultra Healing® Lotion
Kao Brands
2535 Spring Grove Ave
Cincinnati, OH 45214
800-572-2931
www.curel.com

Cutemol® Emollient Cream
Summers Laboratories, Inc.
103 G.P. Clement Drive
Collegeville, PA 19426-2044
800-533-7546
www.sumlab.com

Dove® Sensitive Skin Fragrance Free Beauty Bar

Dove® Sensitive Skin Fragrance Free Antiperspirant/Deodorant

Unilever Consumer Services
920 Sylvan Ave.
Englewood Cliffs, NJ. 06611
800-761-3683
www.dove.com

Eucerin® Moisturizing Lotion

Eucerin® Dry Skin Therapy
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 07632
800-227-4703
www.eucerin.com

Gloves In A Bottle

Gloves in a Bottle, Inc.
P.O. Box 615

Montrose, CA 91021
800-600-1881

Glycerin Hand Therapy
Camille Beckman
175 S. Rosebud Lane
Eagle, ID 83616
888-494-2637
www.camillebeckman.com

Kiss My Face® Fragrance Free Hand Soap
Kiss My Face® Fragrance Free Roll-on and Stick Deodorants
Kiss My Face Corp.
P.O. Box 224
Gardiner, NY 12525-0224
800-262-5477
www.kissmyface.com

Lubriderm® Sensitive Skin Moisturizing Lotion
Lubriderm® Advanced Therapy Moisturizing Lotion
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-543-8477
www.lubriderm.com

Nature's Mist® Face of the Water™
Bio-Logic Aqua Technologies
P.O. Box 400
Grants Pass, OR 97528
800-367-6478
www.naturesmist.com

Neutrogena® Fragrance Free Cleansing Bar

Neutrogena® Norwegian Formula Fragrance Free Body Moisturizer

Neutrogena Corp.
199 Grandview Rd.
Skillman, NJ 08558
800-582-4048
www.neutrogena.com

Nivea® Body Essentials Enriched Lotions

Beiersdorf Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.niveausa.com

Hydrating Skin Care Line
PEAK 10 SKIN
Breck Edge LLC
400 North Park Ave.,
Suite 10-B
Breckenridge, CO 80242
970-423-6404
email: **Info@peak10skin.com**
www.peak10skin.com

Releveum® Skin Repair Cream
Desert Harvest
P.O. Box 1412
Hillsborough NC 27278
800-222-3901
www.desertharvest.com

Skin Gel Ultimate Skin Treatment
Aloe Life International

P.O. Box 710759
Santee, CA 92072-0759
800-414-2563
www.aloelife.com

Vanicream™ Cleansing Bar
Vanicream™ Lite Lotion for Sensitive Skin
Vanicream™ Moisturizing Skin Cream
Pharmaceutical Specialties, Inc.
P.O. Box 6298
Rochester, MN 55903-6298
800-325-8232
www.vanicream.com

I go through A TON of lotions....because my skin is SO DRY.....also - in the Summertime - I need to find a good solution for a bug spray -- I have had Lyme Disease....AND Rocky Mountain Spotted Fever - and I LOVE nature - but am literally AFRAID of ticks....

More information about Sjogren's systemic nature (from sjogrens.org) -- see below....also....Rituximab infusions have been recommended by the Immunologist/Pulmonologist I see at UK - Dr. Deniskin - can you please follow up with his office for me on where we stand with that? I don't know if he hit an insurance block or what....also - Jackie was referred there to be seen by him too - since so many similiarities but haven't heard back - can you help follow up on that for me?

While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

Symptoms vary from person to person but may include:

- Neurological problems, concentration/memory-loss, “brain fog”, dysautonomia, headaches
- Dry eyes, corneal ulcerations and infections
- Dry nose, recurrent sinusitis, nosebleeds
- Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
- Swollen, painful parotid/salivary glands
- Difficulty swallowing, heartburn, reflux, esophagitis

. Fatigue, vasculitis, lymphoma, dry skin, skin sensitivity to UV light
. Recurrent bronchitis, interstitial lung disease, pneumonia
. Arthritis, joint/muscle pain
. Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
. Peripheral neuropathy, Raynaud's
. Stomach upset, gastroparesis, autoimmune pancreatitis
. Irritable bowel, autoimmune gastrointestinal dysmotility
. Interstitial cystitis, interstitial nephritis including renal tubular acidosis, glomerulonephritis
. Vaginal dryness, vulvodynia; chronic prostatitis

Okay -- Other needs -- Special shampoo - I have to use an alternating version of Neutrogena-T-Gel shampoo (available OTC - but possibly available via RX also) - and Ketaconazole shampoo....which is rx.....Dr. Brown rx the Ketaconazole shampoo....I also get these little skin bump things that look like pimples all over my body - that are freaking gross - and I have a Clindamycin topical dauber thing to help with that - but I cannot get to my back or my legs sometimes.....so I may need the attendant person to do that for me - put it on my back - if that is something that is possible....

If there is a way to get Epsoms Salts covered - I like to take Epsoms Salt baths - but here where I am stuck living for now - my mother 'says' it is okay to use her bathtub - but it really 'isn't'....I need to be able to take soaks so I can help with some of the Cramp Fasciculation Syndrome issues I have along with the general relaxing nature of taking a bath before bedtime....

My nurse said sometimes Waiver participants are able to get recliners -- this would be VERY BENEFICIAL to me -- so I would not be stuck in my bed all the time....or a recliner with some kind of desk attachment or something....I don't know...I am trying to make life easier...and trying to not leave anything out...and there is so much....that I have a lot of anxiety about both things....

My nurse (and me both) also thought that I could benefit potentially from a PT coming to my home to help with exercises, range of motion, possible things to encourage vascular flow, lymph flow, circulation in general, flexibility, and to possibly help with fatigue -- I don't know if there is such a thing - but a PT that had a yoga style approach would work really well...I try to do a short yoga routine (gentle/restorative) every night.

Transportation to and from appointments -- not from all appointments and to all appointments - but assistance with many....

My Endocrinologist - Dr. Sibai - at U of L called in a Continuous Blood Glucose Monitor for me -- I am not diabetic - but there is a lot of literature in the medical studies about how fluctuations in the normal glucose range may lead to small fiber neuropathy and damage to a delta and c unmyelinated nerve fiber sensory nerves....we could not get this covered...do you know of a company that would donate one to me? Libre Freestyle 3 or Dexcom G7 (Dexcom was Endo's preference)....would be best...

Home Delivered Gluten Free Meals (as many as possible) - gluten free -- via Mom's Meals (I heard you say this is like a separate benefit) -- how does this impact SNAP?

Help with laundry, housekeeping, litter boxes, vacuuming, dusting (allergic to dust and mold)

Help in making sure my humidifier I use is clean and help affording distilled water that is gone through very quickly.

Help in making sure that I have a water filtration system to remove heavy metals - my body has a toxic burden so anything to reduce its burden will contribute to better health or at a minimum maintenance of current level of health.

A shower chair or bench -- (a cool looking non-grandma one if available) -- As when in the shower I have trouble standing for long because I have SEVERE foot pain and leg pain....

Need glasses often -- rx changes a lot -- of course having a consistent treatment would help a lot too - but insurance hasn't allowed that to happen really...

Tinted windows are recommended for vehicles of people with Sjogren's - that would help me a lot -- if there is a way to do this...

Anything to help with burden of being gluten free -- letter of medical necessity of gluten free attached to this email.

Rocky and Frannie are certified as emotional support animals in Kentucky - see attached ESA letter.....previously asked former PCP (Dr. Erin Murphy) if she could write service animal letter for me in terms of getting a service dog....she did ... but I have not been able to follow up on that....see attached letter....attached letter for gluten sensitivity, memory impairment, and cannabis recommendation/attestation...

Ketamine infusions are something that could potentially be instrumental in helping me...but are VERY HARD to get insurance to cover....there is a doctor in South Carolina who has been able to get this covered for many patients....at some point if we can follow up and touch base on that in terms of CRPS that would be great.

For teeth....

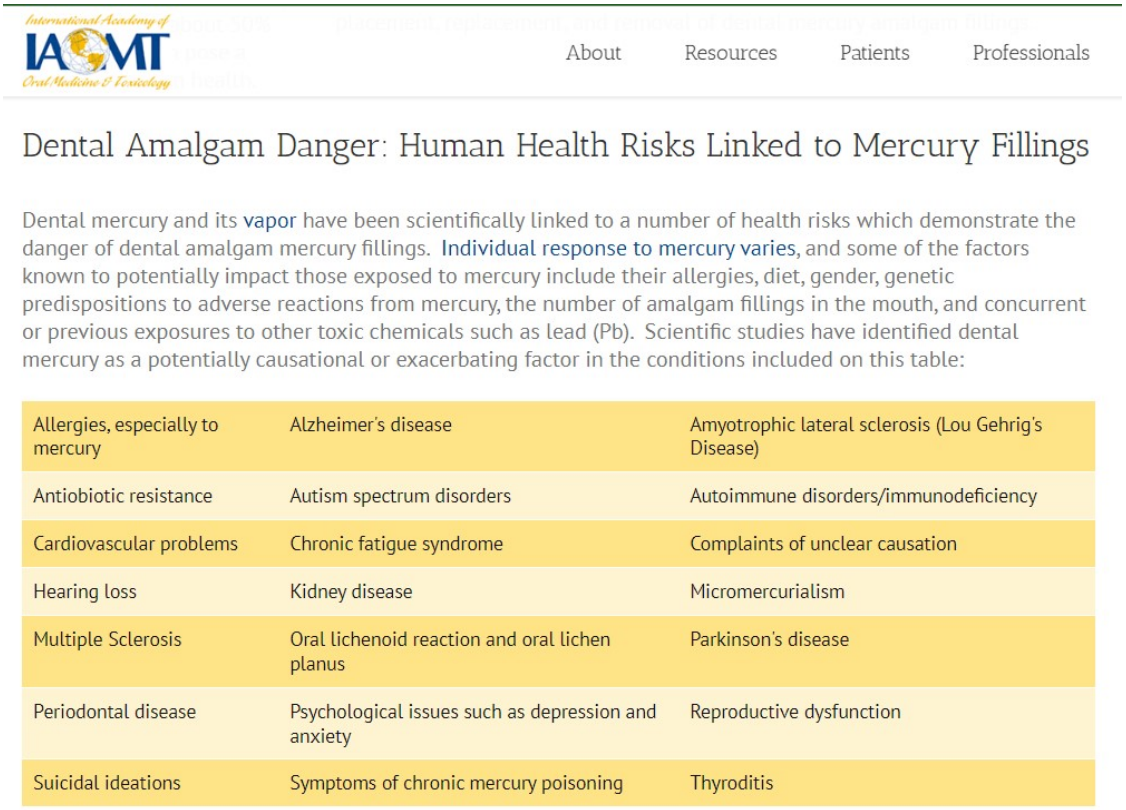
I have several teeth that are in bad shape and this has all happened in last 4 to 6 months - but need help finding a dentist that accepts Medicaid first and foremost - have not had any luck...

Issues I am dealing with -

* many teeth need fillings, crowns, other restorative work, possibly even pulled...if pulled...I need to have some way to replace them....Sjogrens causes extreme dry mouth....that leads to a lot of trouble swallowing/Dysphagia....if I cannot even chew up food - that will not help matters...

* I have several mercury amalgam fillings that I need to have out of my mouth - done in a safe....way.... See S.M.A.R.T. certified dentists here:
https://iaomt.org/member-listings-smart-member/

Below is a table summarizing what has been PROVEN/LINKED to Hg Amalgam Fillings:



About Resources Patients Professionals

Dental Amalgam Danger: Human Health Risks Linked to Mercury Fillings

Dental mercury and its vapor have been scientifically linked to a number of health risks which demonstrate the danger of dental amalgam mercury fillings. Individual response to mercury varies, and some of the factors known to potentially impact those exposed to mercury include their allergies, diet, gender, genetic predispositions to adverse reactions from mercury, the number of amalgam fillings in the mouth, and concurrent or previous exposures to other toxic chemicals such as lead (Pb). Scientific studies have identified dental mercury as a potentially causational or exacerbating factor in the conditions included on this table:

Allergies, especially to mercury	Alzheimer's disease	Amyotrophic lateral sclerosis (Lou Gehrig's Disease)
Antiobiotic resistance	Autism spectrum disorders	Autoimmune disorders/immunodeficiency
Cardiovascular problems	Chronic fatigue syndrome	Complaints of unclear causation
Hearing loss	Kidney disease	Micromercurialism
Multiple Sclerosis	Oral lichenoid reaction and oral lichen planus	Parkinson's disease
Periodontal disease	Psychological issues such as depression and anxiety	Reproductive dysfunction
Suicidal ideations	Symptoms of chronic mercury poisoning	Thyroditis

Since I have a number of these issues....I feel greatly like the Hg fillings I have in my mouth are contributing to overall illness issues and complicating matters further. Many functional medicine/root-cause doctors would say that you cannot begin to heal until all the Hg fillings have been removed....they have to be removed over a period of time too - in order to not cause further neurotoxic damage.....

I need a good general tooth cleaning...

I have been in braces twice in my life and in the last 3 years completed a round of invisible aligners....unfortunately...my teeth have moved some....and yesterday I ended up even accidentally breaking my lower retainer somehow....I had chewed through one part of it with my canine in my sleep anyway - probably made it weak....I need this to be remade urgently so my teeth don't move further....the orthodontist (Dr. Farnsley) where I had the work done, does not accept Medicaid and a replacement retainer is around $150. Can you help with this?

On my front teeth, I have composite painted on....my enamel is VERY VERY thin - so much so that it is translucent. So a dentist did me a solid and painted on some composite (for pay of course) a few years ago....I need it to be 'adjusted' as the line between composite and fragile enamel remaining is becoming more and more visible...I don't want my front teeth to break off....

I am having a lot of pain especially in the tooth decay area of my lower right side...I need help with this as a priority really

And of course special dental toothpastes that are not covered by insurance have not been affordable....so maybe you can help there too? After I even find a dentist that can help with the above?

I need a new mattress and new sheets for my bed....the new mattress would make a big difference...I lose a lot of sleep because of how much pain I am in because of how bad the mattress is....new sheets would make a big difference because (I think) there are some that are even made to be demodex mite free now.....there is a link between Demodex Mites and Ocular Rosacea and Dry Eye Disease and Meibomiam Gland Dysfunction....

If you know of any resources in the community that might (e.g.) have tickets to the Nutcracker or things along those lines (cultural and age appropriate things) that I could take Jackie too - that would be awesome. I don't know of any despite extensive research....

I will have to send another email covering other ground...like Medicaid eligibility checks that are often only days apart....it has made my life very stressful...and caused even more anxiety....

Also other medical needs include....getting access to some care I do not yet have....ruling out some medical conditions that have not been ruled out...and getting some other important things done (like I want an over-read of an MRI done that showed that I have a tumor in my thoracic spine in Feb. 2023 that was not there previously)....1st identified as an introsseous meningioma....then later as a 'garden variety hemangioma probably nothing to worry about'.....but the differential dx for both of those is Lymphoma and since there is a 44x higher fold risk chance of Lymphoma if you have Sjogren's according to some studies....it is important to rule it out or at a bare minimum have a follow up MRI....

NeuroQuant MRI showed a lot of brain atrophy beyond that expected for my age and gender, so that is of concern as well.....need an interpretation of the NeuroQuant MRI report....

I told you this would be long - the other medicaid one will not be as long as this...but will contain one long document of things received from DCBS recently pertaining to KTAP/SNAP/Medicaid....can anybody help me understand those things - the decisions they are making - why I am being re-evaluated every few days at times? I am hopeful you will be able to help me with many of the above....I feel very scatter-brained - so hoping that you all helping me - you and whoever works with me - that we can smoothen this out so I can focus more on actually living....

Oh yeah - almost forgot - Dr. Mueller called in a RX for Miebo (a new Bausch and Lomb product) and insurance is denying it as well - can you help with it?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

fouts.john@gmail.com

From: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>
Sent: Thursday, April 4, 2024 8:38 AM
To: John Fouts
Subject: RE: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

Good morning,
I just wanted to let you know that this is being reviewed by management.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Maddison Cline
Medicare/Medicaid Specialist II
Department for Medicaid Services
Kentucky Cabinet for Health and Family Services
275 E. Main Street 6W-B
Frankfort, Kentucky 40621
(502) 564-7540 x 2091

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

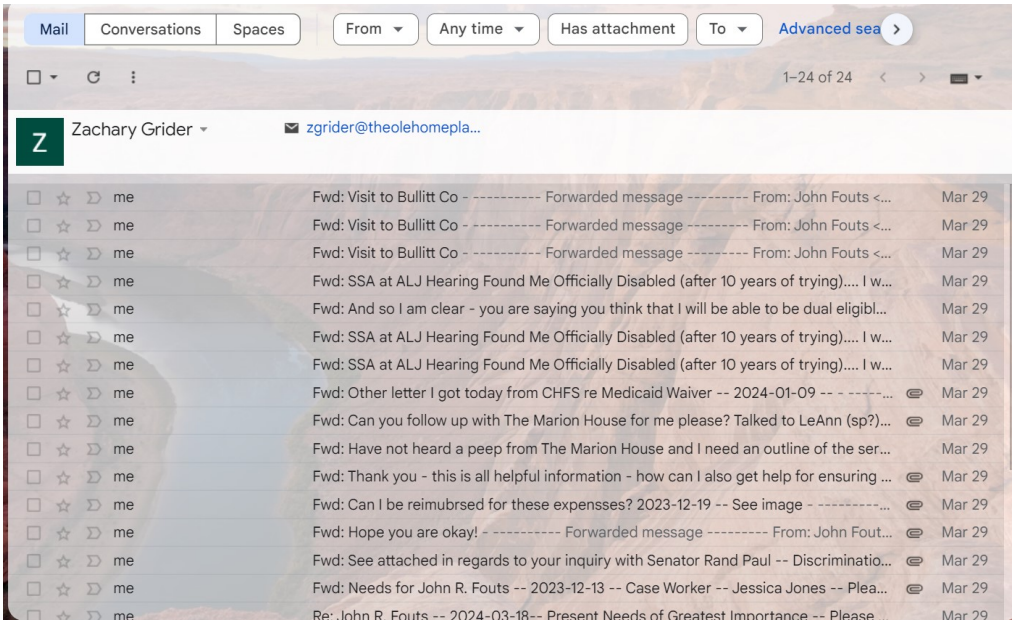
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....


Mail
Conversations
Spaces
From
Any time
Has attachment
To
Advanced sea
1–24 of 24
Zachary Grider
zgrider@theolehomepla...
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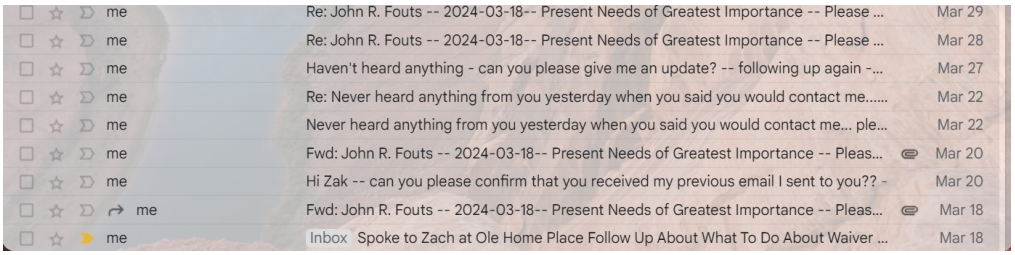
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>
Sent: Thursday, April 4, 2024 8:38 AM
To: John Fouts
Subject: RE: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

Good morning,
I just wanted to let you know that this is being reviewed by management.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Maddison Cline
Medicare/Medicaid Specialist II
Department for Medicaid Services
Kentucky Cabinet for Health and Family Services
275 E. Main Street 6W-B
Frankfort, Kentucky 40621
(502) 564-7540 x 2091

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

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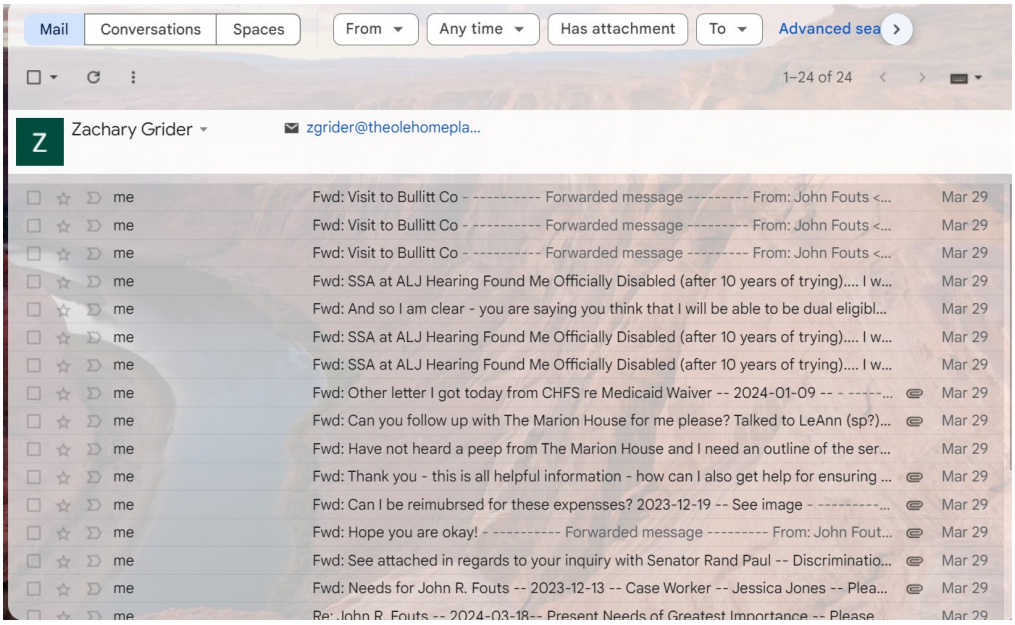
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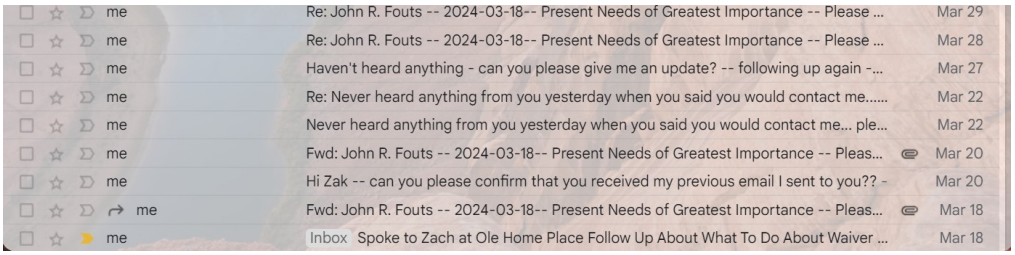
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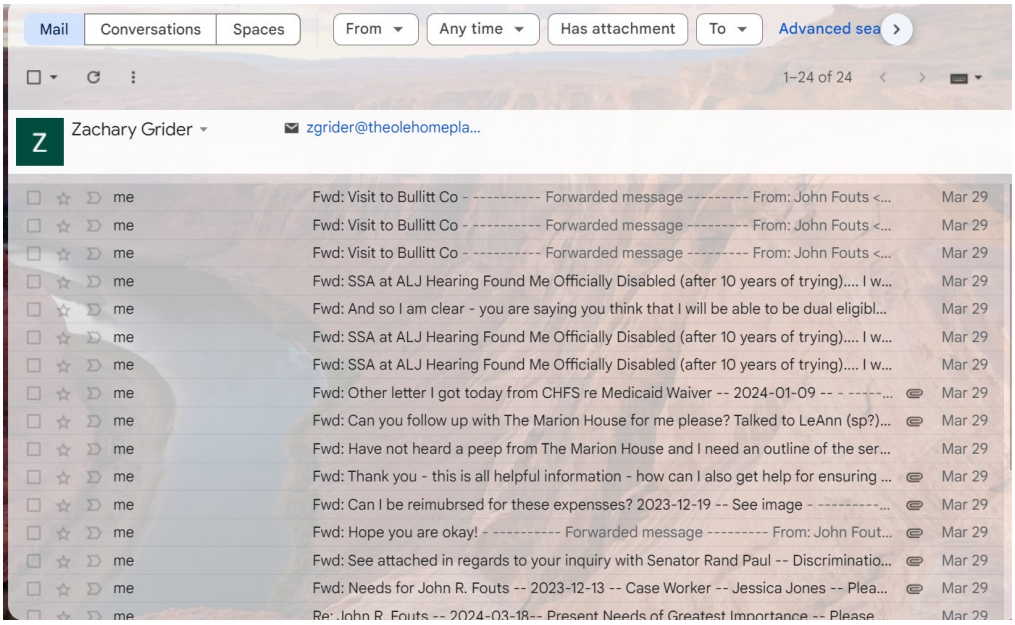
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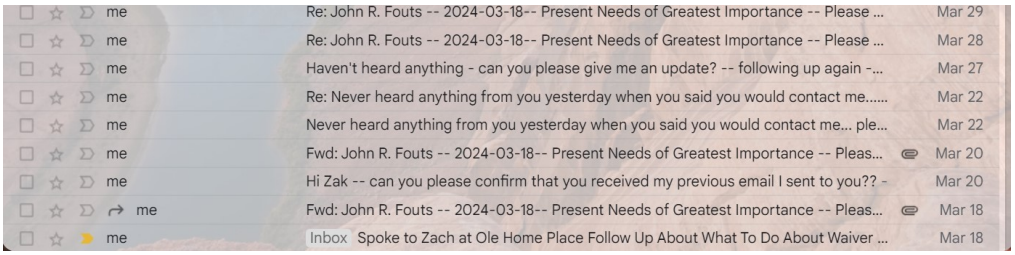
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John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Sent: Friday, March 29, 2024 1:18 PM
To: John Fouts
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt... -- Follow Up -- 2024-03-28
Attachments: Screenshot 2024-03-29 115233.png

I'm going to attempt to get the eyelid scrubs approved through goods and services with the waiver. I have sent information to your doctor expressing what I am needing to make that submission, please see the photo attached from the Medicaid HelpDesk. Once I get that information back, I can submit it for them to review but there is no guarantee if it will be approved. Also, I have called Goulds a few minutes ago and left a message for Toni. If I hear back from them today, I will let you know what I get figured out on that end.

On Thu, Mar 28, 2024 at 8:07 AM John Fouts <fouts.john@gmail.com> wrote:

See below in red....

On Thu, Mar 28, 2024 at 8:59 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> For #2, we don't have a list of in-network providers as we don't do anything with the insurance portion.

So CHFS is wrong?

> For # 3 and 4, I would say to contact KYNECT however you have already done so. In terms of legal assistance, I'm not sure who to call.

So nobody knows anything - but that is not acceptable....who is above Kynect at the state level? Above CHFS? The Governor right? I guess I have to involve federal CMS at this time and the Kentucky Attorney General's Office....

In regard to #5, I don't have any contacts with the ACLU.

I figured but thought it would not hurt to ask.

In regard to # 6, the eye drops, eyelid cleaners, and the EpiCeram cream, I can't do anything with medications and waiver will not use the funds for those items. The waiver funds are allocated toward things like home improvements (building a wheelchair ramp/remodeling a bathroom to be handicap accessible, etc.) and incontinent supplies.

Again, so CHFS is wrong? CHFS is under a different impression than you all are on that...

In regard to the medical transportation, they won't approve you for that where you have a vehicle registered in your name and an active driver's license. That is just the policy they have unfortunately.

CHFS said my case worker should be able to help me with this issue.

In regard to your compression stockings, has your doctor sent a prescription and your sizing to Goulds?

Yes - several MONTHS ago....

If not, you would just need to contact him, and have him send the prescription and your sizing to them and they can get those for you!

Okay - as stated multiple times previously Toni at Gould's is who you need to contact. She is the store manager there. I have known her since childhood... let me know when you have contacted her.... I provided contact information to the store multiple times previously and won't be doing so again here since you already have it.

On Wed, Mar 20, 2024 at 2:07 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Your emails were in my spam folder but I see them now. I am out on home visits today but noticed your voicemail. I will be back in the office tomorrow and I will look further at the email you have sent me.
>
> Thanks,
> Zachary Grider
> Case Manager
> The Ole Homeplace
> (270) 384-0012 ext. 5020
>
> On Wed, Mar 20, 2024 at 2:59 PM John Fouts <fouts.john@gmail.com> wrote:
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> > Haven't heard anything from you - can you please confirm you received my email? You can either fax me at 502.996.8246...call me at 502.956.0052....text me at 502.956.0052...or email me....in no specific order of preference....
> >
> > I just left you a message - they xferred me to x5020 - so hoping that is your extension...it is 2:57 p.m. on 3/20/2024...
> >
> > ---------- Forwarded message ---------
> > From: **John Fouts** <fouts.john@gmail.com>
> > Date: Mon, Mar 18, 2024 at 3:07 PM
> > Subject: Fwd: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
> > To: <zgrider@theolehomeplaceadhc.com>
> >
> > ---------- Forwarded message ---------
> > From: **John Fouts** <fouts.john@gmail.com>
> > Date: Mon, Mar 18, 2024 at 3:04 PM

Subject: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
To: <zach@theolehomeplaceadhc.com>

Zach

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Feb 15, 2024 at 2:16 PM
Subject: Going to have to send a few at a time -- in a hurry -- Jackie getting hearing aids again tonight...auditory processing disorder....
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

Hope you are feeling better and enjoying the sunshine out there today while you can. I can already feel the Low somehow seemingly so far away....gettin' old...ancient...!

Anyways, here are a few of the things....

1.) I cannot get a copy of the drug formulary and agencies will not be forthcoming with information about if drugs are in network or out of network and will not give me information about (e.g. eyedrops that are non-steroid eyedrops that are covered that are preservative free - as medically necessary for me - but no information on what is covered)....

I finally got this after making a big fuss about it and contacting the Governor's office twice.....took dozens of hours and phone calls and emails....JRF

2.) Need a list of providers in network -- agencies refuse to offer this information -- they will give me a link to a search form where you can look up provider by provider or like dentists....but I called every single dentist that resulted and not a single one took medicaid so it is 100% inaccurate....so far...and there were somewhere around 7 to 10 dentists on that list.....I need an at least semi-accurate provider directory....

No one, to date, has been able to provide this information. -- JRF

3.) I am not able to see any todos or messages in kynect....yet I received a piece of mail stating that a MRT review was necessary to be conducted by February 29th....as of today....02-15-2024...I still cannot see anything in the portal -- no one will fix this...I need it fixed so I don't miss out on benefits or lose benefits because of system issues.....I will sue the state if they don't fix it....

This is not fixed, and nobody seems to know how to fix it -- but I am serious about finding legal help with this....Legal Aid doesn't help with anything besides initially establishing people on SNAP and Medicaid....who else can I call in terms of legal assistance? -- JRF

4.) I am not able to see my child's information, and I am the only one that ever could see it.....now it is just gone.....I am an authorized representative and parent in the system, but I am not able to see anything at all.....this is not okay.....same issue as above....I have been trying since early November 2023 to get this resolved...a quarter of a year is enough time....

This is very distrubing to me - but I cannot see my child's informatiton -- STILL -- ever since November 2023....and I am the only one that ever 'could' see it -- neither SSA nor DCBS nor COG nor the Workforce IT Team has been able to make any headway here... I don't understand the issue - and need legal assistance. -- JRF

5.) SNAP is stating I owe money and discriminating against me based on age and disability.....the Code of the United States directly prohibits this....they state because I am under 65 they can....not consider medical benefits.....nope....sorry that is ILLEGAL and DISCRIMINATION....so again....will hire an attorney and take on the USDA if I have to....in order to keep my rights.....the ACLU is calling my name.....

Do you have a contact at the ACLU?? -- JRF

6.) I am not able to get MedImpact to honor supposedly approved prior authorizations for medications, and they refuse to provide me, my doctor's office, or the specialty pharmacy with a document showing the approval for the IVIG.....it is ridiculous.....

That has to be all for now....I am running late - but that is a good start.....can you help with any of these things??

Zach -- can you help with this? -- JRF

OH 7.) I need compression stockings badly....can you please call Gould's??? The ones I am wearing are tattered and torn and thus ineffective.....

Gould's in St. matthews....

Toni Condra-Gilley- is the name of the manager at Gould's in St. Matthews -- I have desperately needed compression stockings for months....JRF...

Also, Medical Transportation has been denied due to me having a vehicle registered in my own name....I do not 'always' require medical transportation...there are definitely times I can drive...and definitely times I cannot.....I need help being able to get medical transportation for the times I cannot....

See letter from PCP....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops -
but of course - even though medically necessary -
they are being denied...who can help me with that?
If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....

I am told (by CHFS) that I should be able to use the waiver funds allocated for me for that also....but...

I haven't been able to use any of the waiver funds allocated to me as of yet....

How can I gain access to the funds allocated to me for my health needs?

I also need eyelid scrubs/cleaners for lid hygiene to help with the Ocular Rosacea issues and telangectasia's or whatever those things are called and to help with inflammation.....

I also need to get the Epiceram Cream filled that I use for my skin issues .... I've told Jessica about all of these things previously but she hasn't helped with any of them...

The rx for this is $49.99 per month - and the only income I have is $372 per month from KTAP and a lot of that has to go to rent and food....

I get it through BlinkRX because that is the cheapest place to get it. Associates in Dermatology (Dr. Ashley Brown) is my dermatology doctor....

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fouts.john@gmail.com

From: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Sent: Friday, March 29, 2024 1:18 PM
To: John Fouts
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt... -- Follow Up -- 2024-03-28
Attachments: Screenshot 2024-03-29 115233.png

I'm going to attempt to get the eyelid scrubs approved through goods and services with the waiver. I have sent information to your doctor expressing what I am needing to make that submission, please see the photo attached from the Medicaid HelpDesk. Once I get that information back, I can submit it for them to review but there is no guarantee if it will be approved. Also, I have called Goulds a few minutes ago and left a message for Toni. If I hear back from them today, I will let you know what I get figured out on that end.

On Thu, Mar 28, 2024 at 8:07 AM John Fouts <fouts.john@gmail.com> wrote:

See below in red....

On Thu, Mar 28, 2024 at 8:59 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> For #2, we don't have a list of in-network providers as we don't do anything with the insurance portion.

So CHFS is wrong?

> For # 3 and 4, I would say to contact KYNECT however you have already done so. In terms of legal assistance, I'm not sure who to call.

So nobody knows anything - but that is not acceptable....who is above Kynect at the state level? Above CHFS? The Governor right? I guess I have to involve federal CMS at this time and the Kentucky Attorney General's Office....

In regard to #5, I don't have any contacts with the ACLU.

I figured but thought it would not hurt to ask.

In regard to # 6, the eye drops, eyelid cleaners, and the EpiCeram cream, I can't do anything with medications and waiver will not use the funds for those items. The waiver funds are allocated toward things like home improvements (building a wheelchair ramp/remodeling a bathroom to be handicap accessible, etc.) and incontinent supplies.

Again, so CHFS is wrong? CHFS is under a different impression than you all are on that...

In regard to the medical transportation, they won't approve you for that where you have a vehicle registered in your name and an active driver's license. That is just the policy they have unfortunately.

CHFS said my case worker should be able to help me with this issue.

In regard to your compression stockings, has your doctor sent a prescription and your sizing to Goulds?

Yes - several MONTHS ago....

If not, you would just need to contact him, and have him send the prescription and your sizing to them and they can get those for you!

Okay - as stated multiple times previously Toni at Gould's is who you need to contact. She is the store manager there. I have known her since childhood... let me know when you have contacted her.... I provided contact information to the store multiple times previously and won't be doing so again here since you already have it.

On Wed, Mar 20, 2024 at 2:07 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

Your emails were in my spam folder but I see them now. I am out on home visits today but noticed your voicemail. I will be back in the office tomorrow and I will look further at the email you have sent me.

Thanks,
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The Ole Homeplace
(270) 384-0012 ext. 5020

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Haven't heard anything from you - can you please confirm you received my email? You can either fax me at 502.996.8246...call me at 502.956.0052....text me at 502.956.0052...or email me....in no specific order of preference....

I just left you a message - they xferred me to x5020 - so hoping that is your extension...it is 2:57 p.m. on 3/20/2024...

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Subject: Fwd: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
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Thank you,

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

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Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

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Here is the letter....

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I am told (by CHFS) that I should be able to use the waiver funds allocated for me for that also....but...

I haven't been able to use any of the waiver funds allocated to me as of yet....

How can I gain access to the funds allocated to me for my health needs?

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I also need to get the Epiceram Cream filled that I use for my skin issues .... I've told Jessica about all of these things previously but she hasn't helped with any of them...

The rx for this is $49.99 per month - and the only income I have is $372 per month from KTAP and a lot of that has to go to rent and food....

I get it through BlinkRX because that is the cheapest place to get it. Associates in Dermatology (Dr. Ashley Brown) is my dermatology doctor....

There are more than this-- but can you help with any of these?

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Sent: Wednesday, March 20, 2024 3:07 PM
To: John Fouts
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...

Your emails were in my spam folder but I see them now. I am out on home visits today but noticed your voicemail. I will be back in the office tomorrow and I will look further at the email you have sent me.

Thanks,
Zachary Grider
Case Manager
The Ole Homeplace
(270) 384-0012 ext. 5020

On Wed, Mar 20, 2024 at 2:59 PM John Fouts <fouts.john@gmail.com> wrote:

> Haven't heard anything from you - can you please confirm you received my email? You can either fax me at 502.996.8246...call me at 502.956.0052....text me at 502.956.0052...or email me....in no specific order of preference....
>
> I just left you a message - they xferred me to x5020 - so hoping that is your extension...it is 2:57 p.m. on 3/20/2024...
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Mon, Mar 18, 2024 at 3:07 PM
> Subject: Fwd: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
> To: <zgrider@theolehomeplaceadhc.com>
>
> ---------- Forwarded message ---------
> From: **John Fouts** <fouts.john@gmail.com>
> Date: Mon, Mar 18, 2024 at 3:04 PM
> Subject: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
> To: <zach@theolehomeplaceadhc.com>
>
> Zach

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Feb 15, 2024 at 2:16 PM
Subject: Going to have to send a few at a time -- in a hurry -- Jackie getting hearing aids again tonight...auditory processing disorder....
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

Hope you are feeling better and enjoying the sunshine out there today while you can. I can already feel the Low somehow seemingly so far away....gettin' old...ancient...!

Anyways, here are a few of the things....

1.) I cannot get a copy of the drug formulary and agencies will not be forthcoming with information about if drugs are in network or out of network and will not give me information about (e.g. eyedrops that are non-steroid eyedrops that are covered that are preservative free - as medically necessary for me - but no information on what is covered)....

I finally got this after making a big fuss about it and contacting the Governor's office twice.....took dozens of hours and phone calls and emails....JRF

2.) Need a list of providers in network -- agencies refuse to offer this information -- they will give me a link to a search form where you can look up provider by provider or like dentists....but I called every single dentist that resulted and not a single one took medicaid so it is 100% inaccurate....so far...and there were somewhere around 7 to 10 dentists on that list.....I need an at least semi-accurate provider directory....

No one, to date, has been able to provide this information. -- JRF

3.) I am not able to see any todos or messages in kynect....yet I received a piece of mail stating that a MRT review was necessary to be conducted by February 29th....as of today....02-15-2024...I still cannot see anything in the portal -- no one will fix this...I need it fixed so I don't miss out on benefits or lose benefits because of system issues.....I will sue the state if they don't fix it....

This is not fixed, and nobody seems to know how to fix it -- but I am serious about finding legal help with this....Legal Aid doesn't help with anything besides initially establishing people on SNAP and Medicaid....who else can I call in terms of legal assistance? -- JRF

4.) I am not able to see my child's information, and I am the only one that ever could see it.....now it is just gone.....I am an authorized representative and parent in the system, but I am not able to see anything at all.....this is not okay.....same issue as above....I have been trying since early November 2023 to get this resolved...a quarter of a year is enough time....

This is very distrubing to me - but I cannot see my child's informatiton -- STILL -- ever since November 2023....and I am the only one that ever 'could' see it -- neither SSA nor DCBS nor COG

nor the Workforce IT Team has been able to make any headway here... I don't understand the issue - and need legal assistance. -- JRF

5.) SNAP is stating I owe money and discriminating against me based on age and disability.....the Code of the United States directly prohibits this....they state because I am under 65 they can....not consider medical benefits.....nope....sorry that is ILLEGAL and DISCRIMINATION....so again....will hire an attorney and take on the USDA if I have to....in order to keep my rights.....the ACLU is calling my name.....

Do you have a contact at the ACLU?? -- JRF

6.) I am not able to get MedImpact to honor supposedly approved prior authorizations for medications, and they refuse to provide me, my doctor's office, or the specialty pharmacy with a document showing the approval for the IVIG.....it is ridiculous.....

That has to be all for now....I am running late - but that is a good start.....can you help with any of these things??

Zach -- can you help with this? -- JRF

OH 7.) I need compression stockings badly....can you please call Gould's??? The ones I am wearing are tattered and torn and thus ineffective.....

Gould's in St. matthews....

Toni Condra-Gilley- is the name of the manager at Gould's in St. Matthews -- I have desperately needed compression stockings for months....JRF...

Also, Medical Transportation has been denied due to me having a vehicle registered in my own name....I do not 'always' require medical transportation...there are definitely times I can drive...and definitely times I cannot.....I need help being able to get medical transportation for the times I cannot....

See letter from PCP....

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fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Wednesday, December 27, 2023 9:00 AM
To: John Fouts
Subject: Re: Have not heard a peep from The Marion House and I need an outline of the services I will be receiving from the Medicaid Waiver program for my disability case that takes place on Jan. 9
Attachments: J. Fouts POC.pdf

This is your plan of care. Its the best outline we have. Both the service lines and the goals and objectives are shown on that. I have reached out to the Marion House for information. The holidays always make things run slower with vacations, sickness, etc. I will let you know what they say as soon as they get back to me!

On Tue, Dec 26, 2023 at 3:22 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> Hope you had a great Christmas.
>
> I have not heard anything from The Marion House yet. I was hoping to have definitely heard something by now...
>
> Also -- Medicaid is telling Blink Pharmacy that I am not active...but I am....I am not able to access my own information in the system any longer and there is 'no estimated time frame to fix the problem' according to the Medicaid Waiver Help Desk...I cannot see my child's information either...it has not been available since mid to late November for either of us...
>
> I need you to help me get connected with The Marion House please.
>
> I also need to know if you can help with providing an outline of services I will be receiving from the waiver program like the attendant care, light housekeeping help, laundry help, errand running help with groceries and the like, going to doctors appointments with me (the attendant), transportation...etc...
>
> My disability hearing is on January 9th. The judge wants everything in hand literally like by right now...so if you have a way to help me with this it would be greatly appreciated. The representative I am working with regarding disability told me it would potentially help the judge decide my case favorably, so it is something I would really like to have in hand please.
>
> Thanks for your help and your time.
>
> John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

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--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

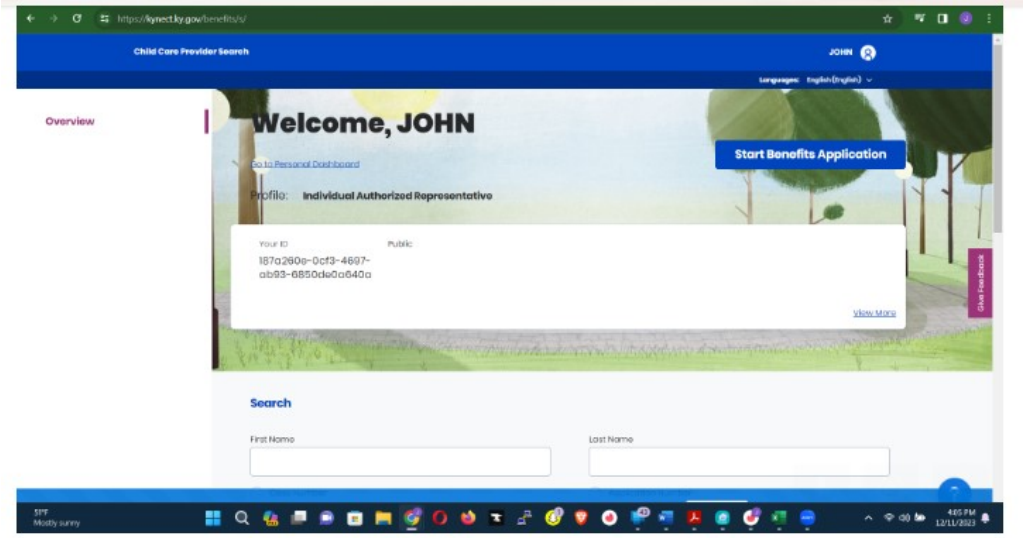
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

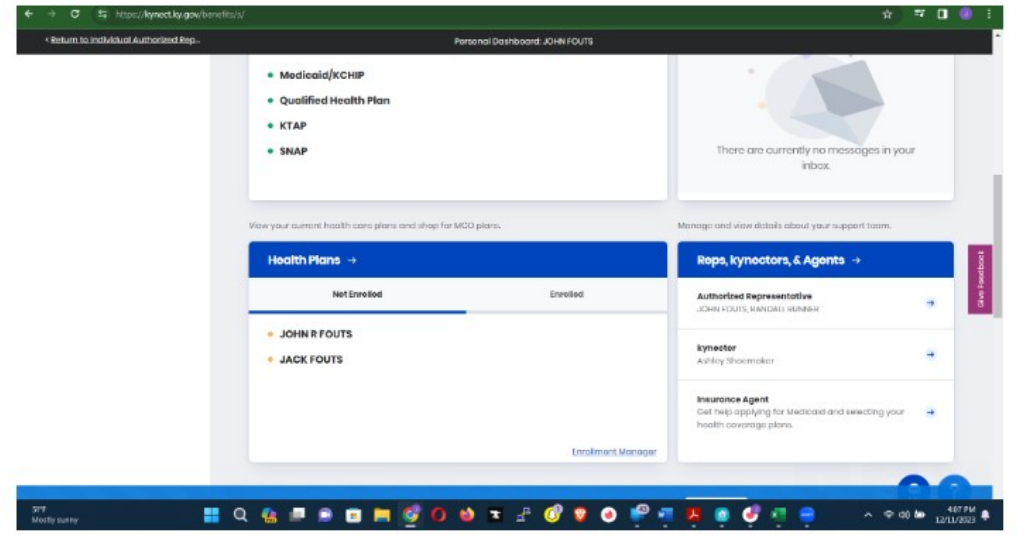
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

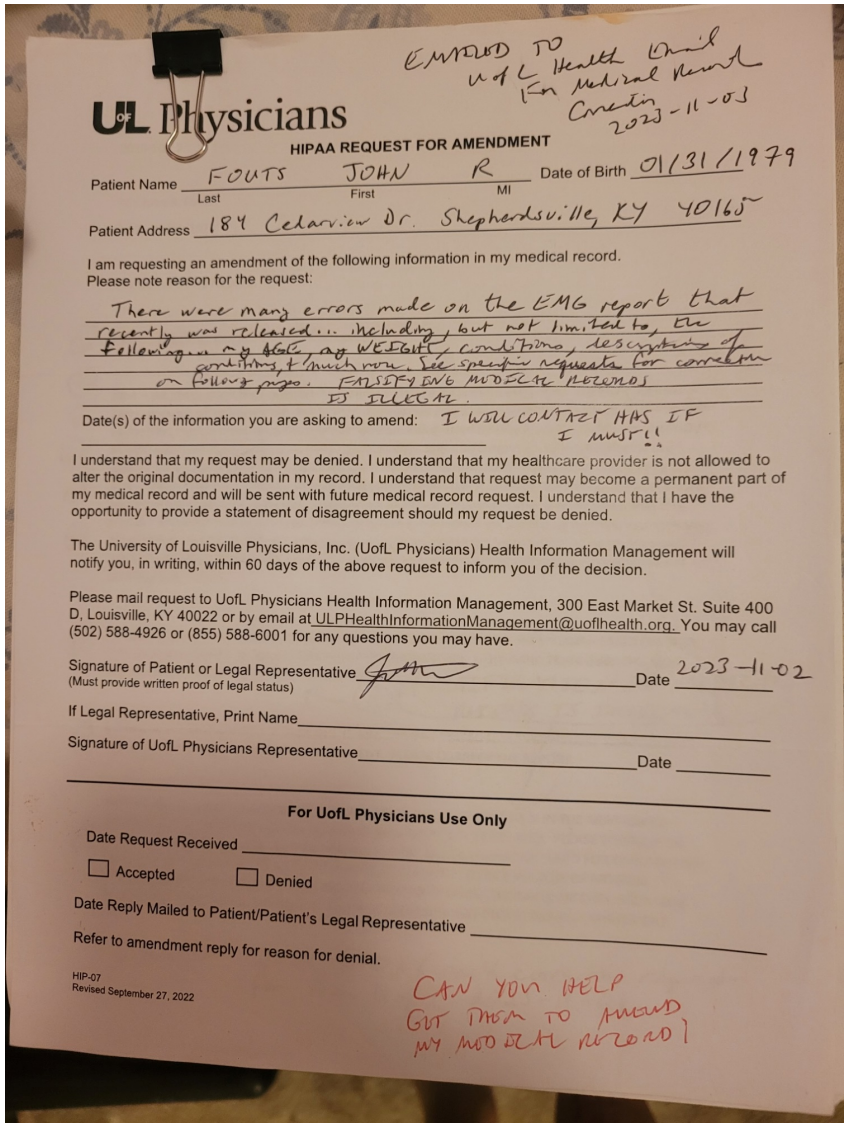
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

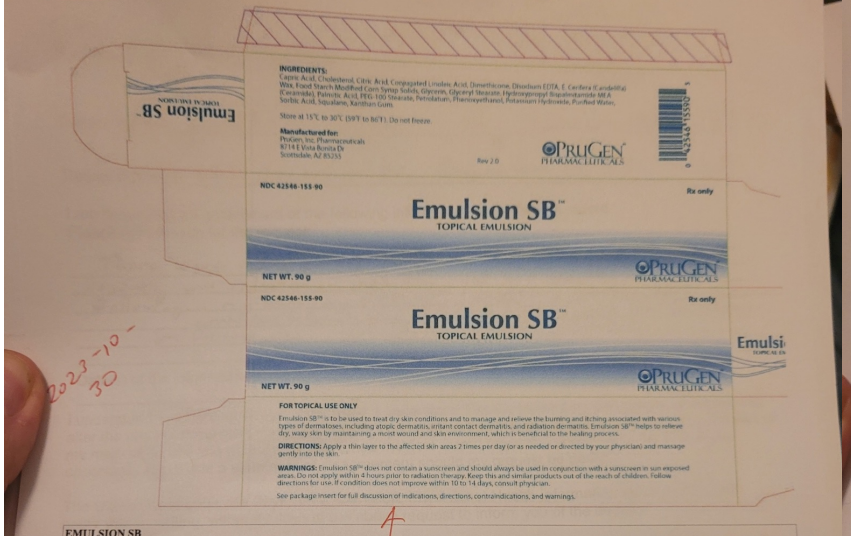
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

2023-10-30

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

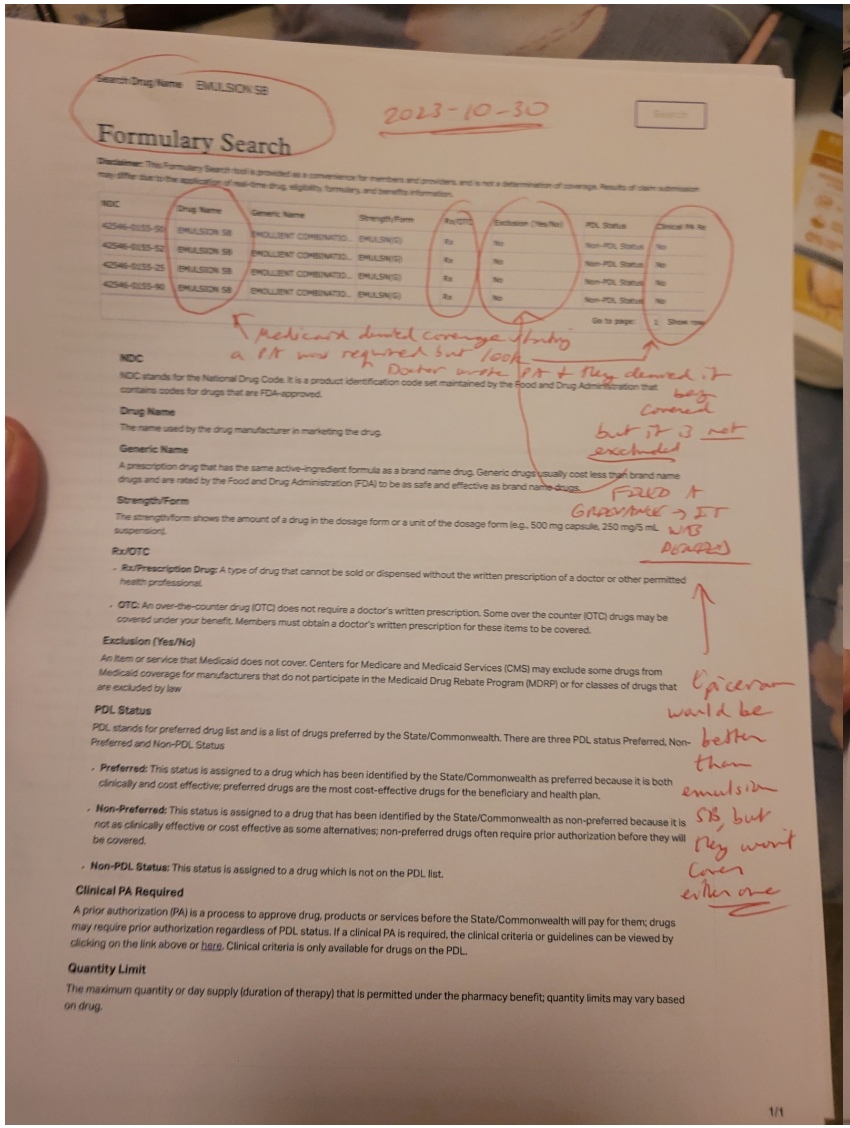
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I don't Doctor wrote PA + they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

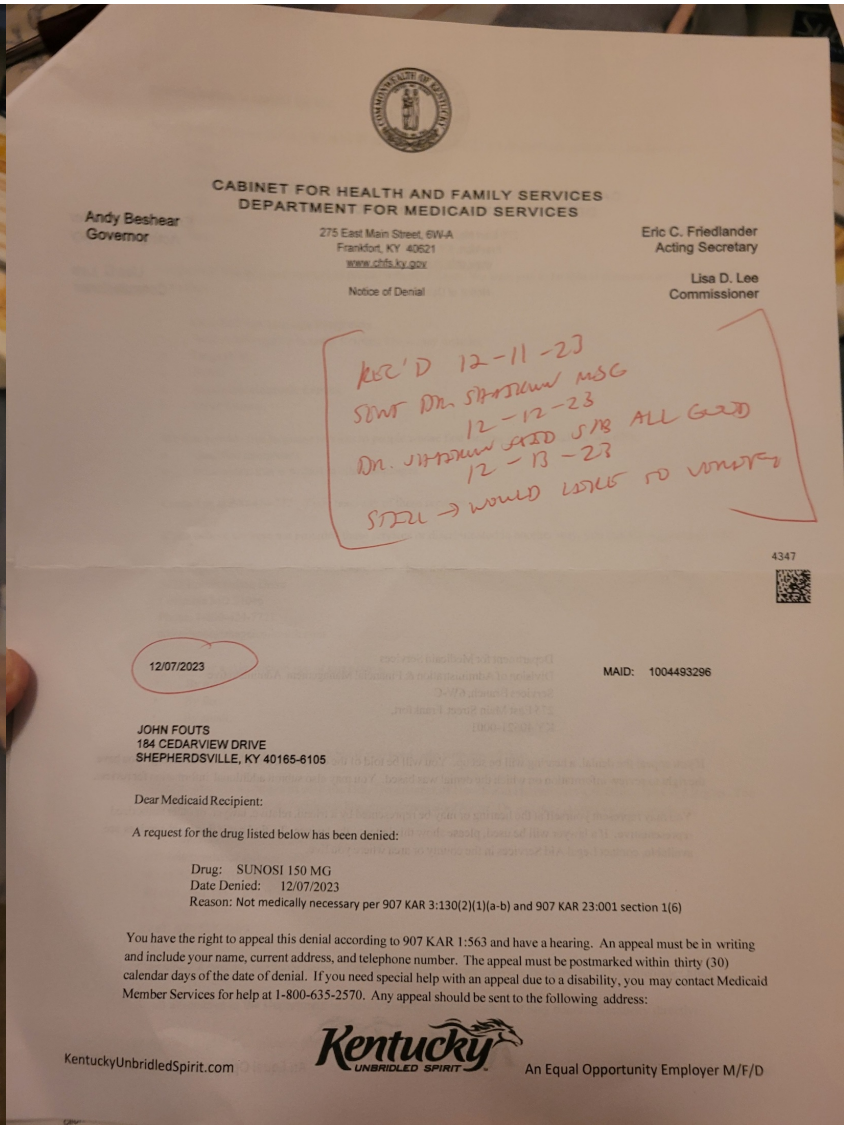
The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

but it is not excluded

FILED A GRIEVANCE → IT WAS DENIED

Grievance would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND FAXED S/B ALL GOOD 12-13-23
STILL → WOULD LOOKS TO WORK?

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

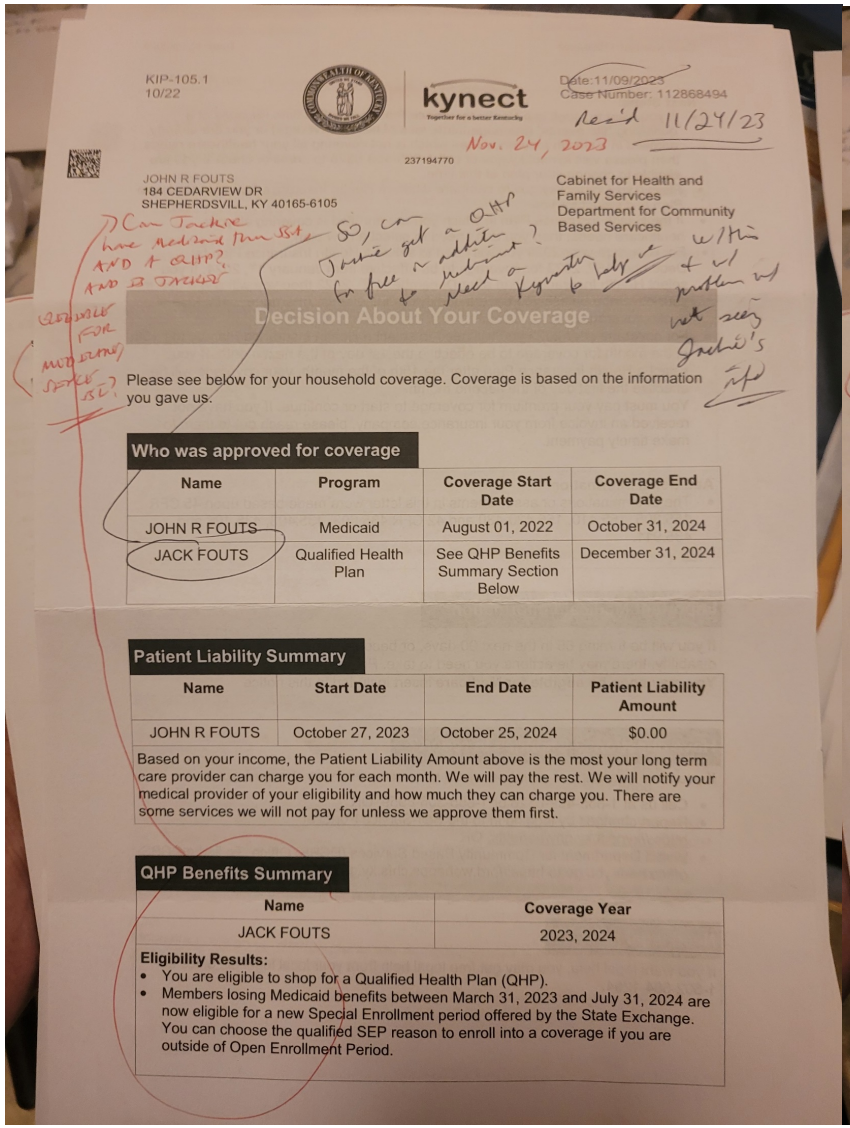
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Can Jackie have Medicaid from SSI AND A QHP? AND A TAXCREDIT

So, can Jackie get a QHP for free in addition to Medicaid? Need a separate policy + w/ his mother not seeing Jackie's info

ELIGIBLE FOR MEDICAID/SSI?

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

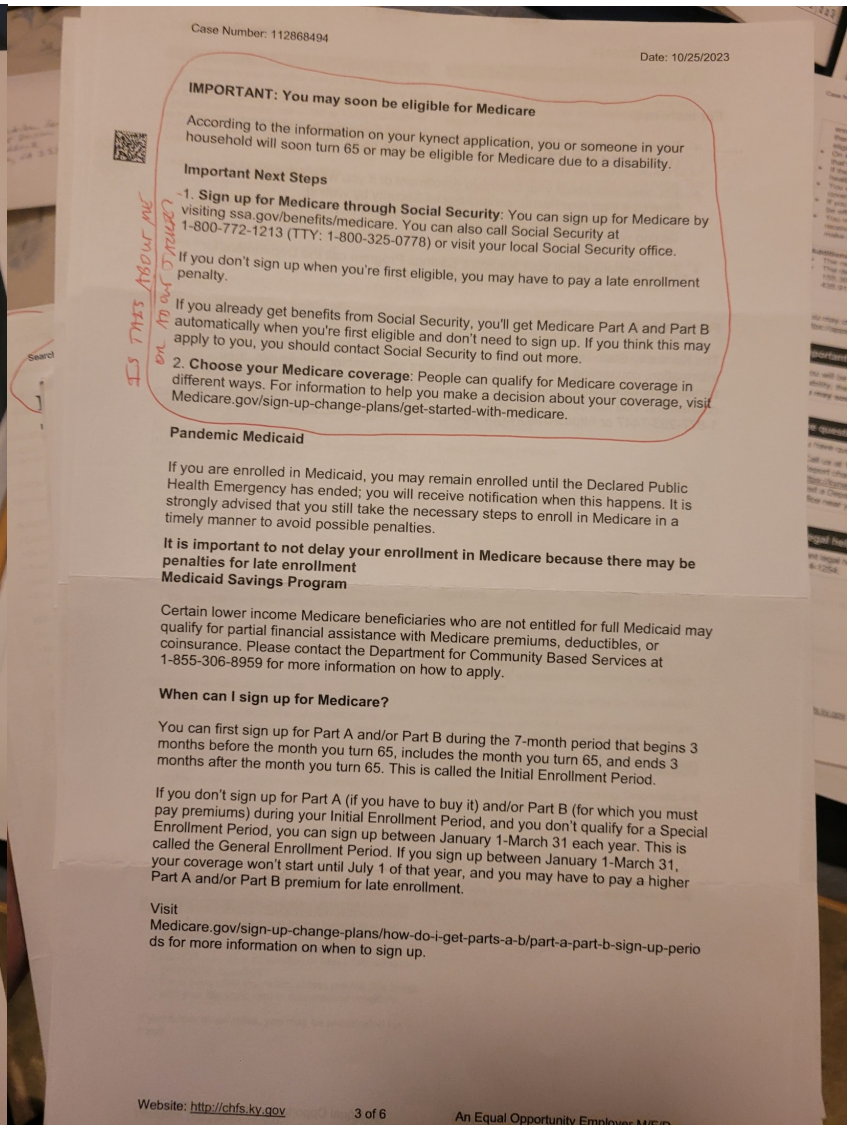
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

IS THIS ABOUT ME or MY DAUGHTER?

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

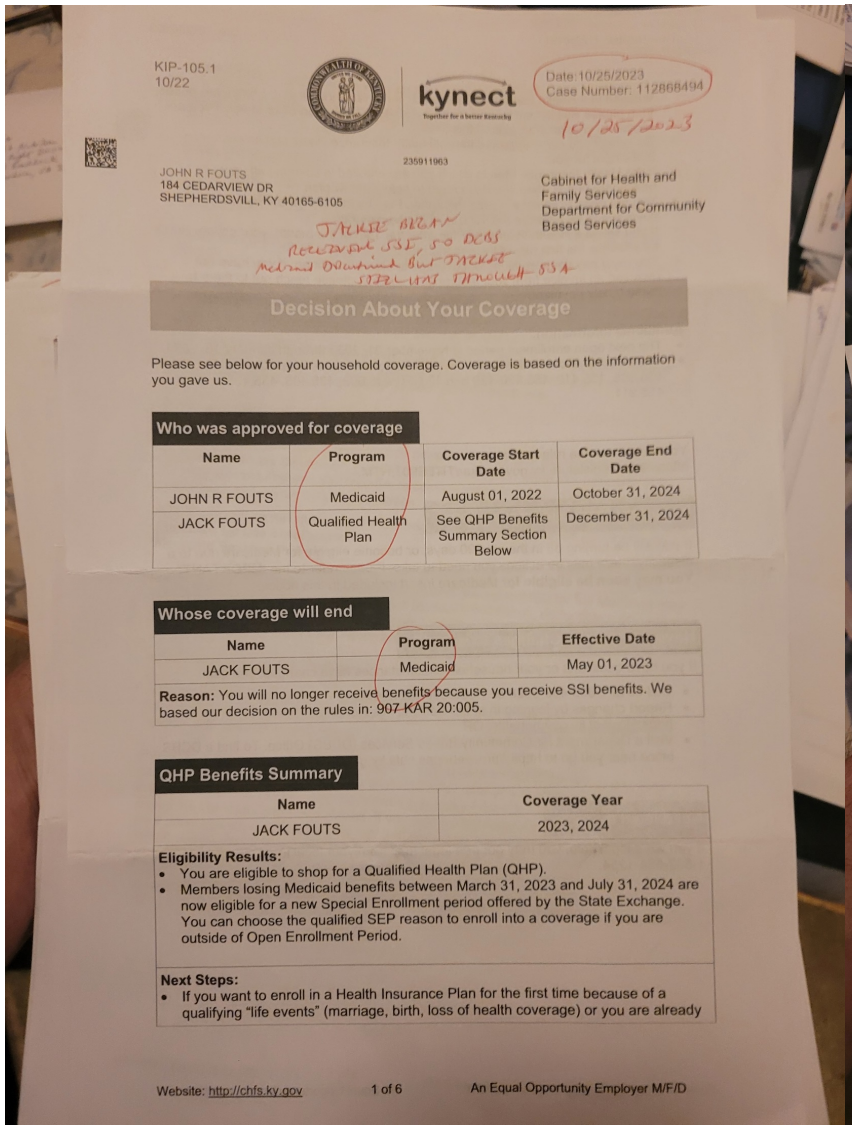
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Medicaid - SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

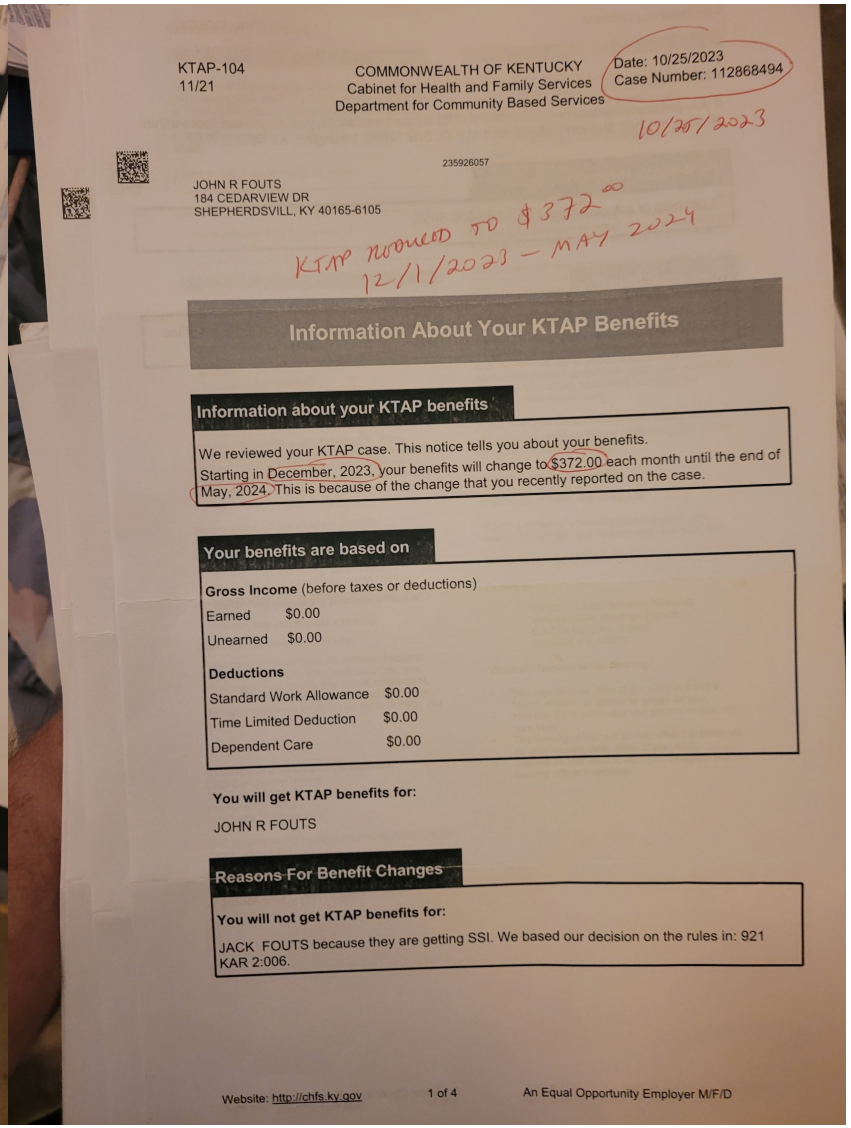
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 - MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

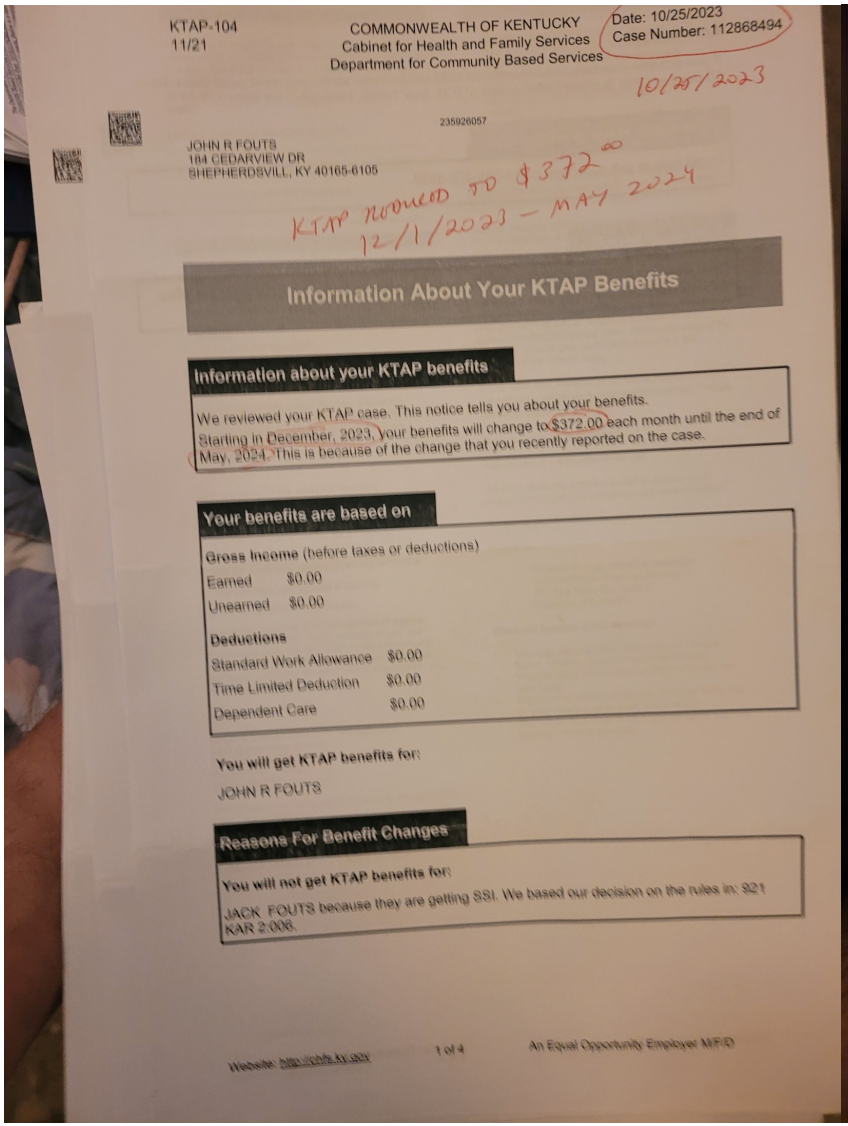
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

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Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

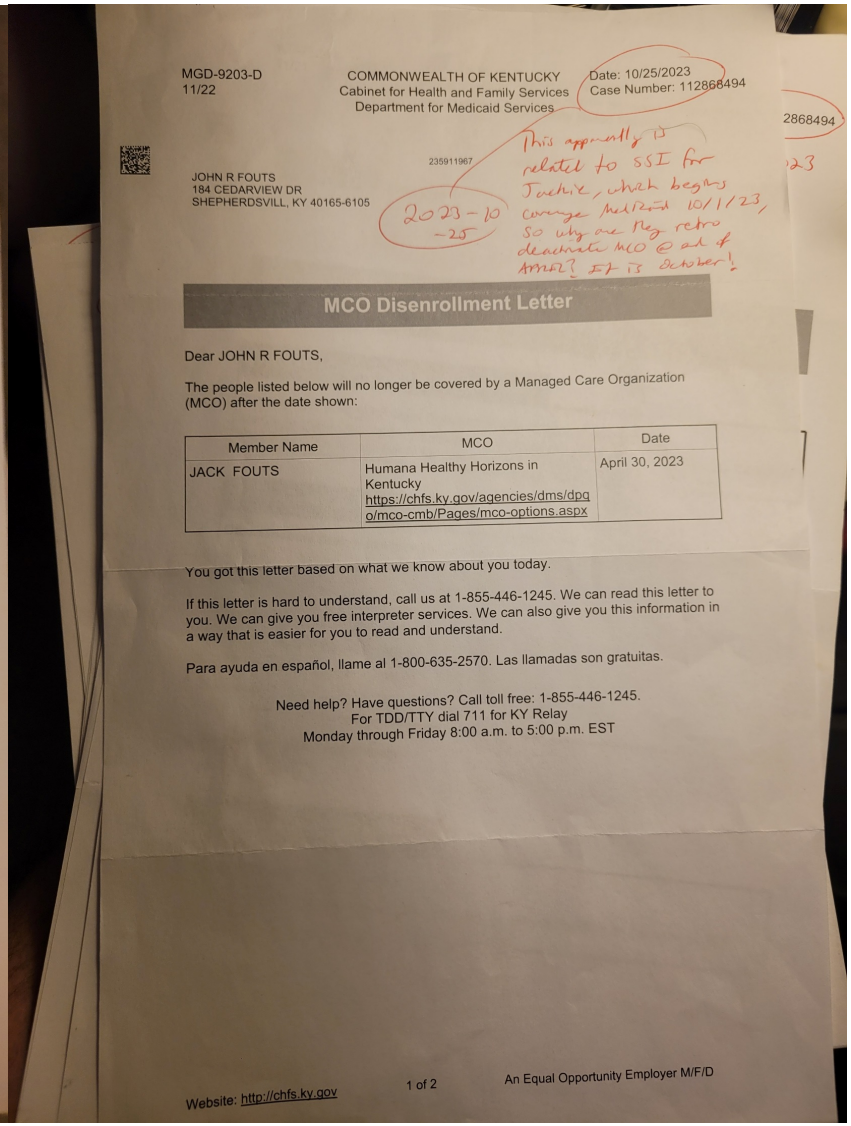
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

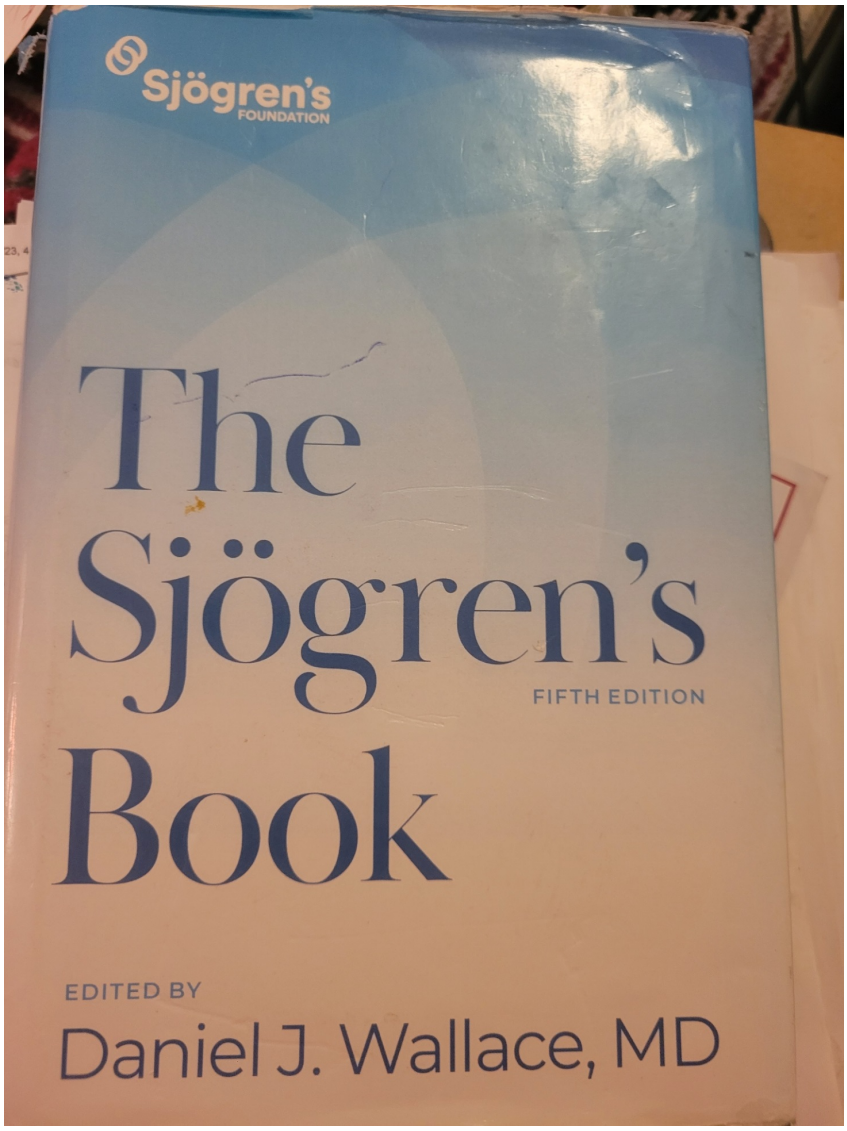
You got this letter based on what we know about you today.

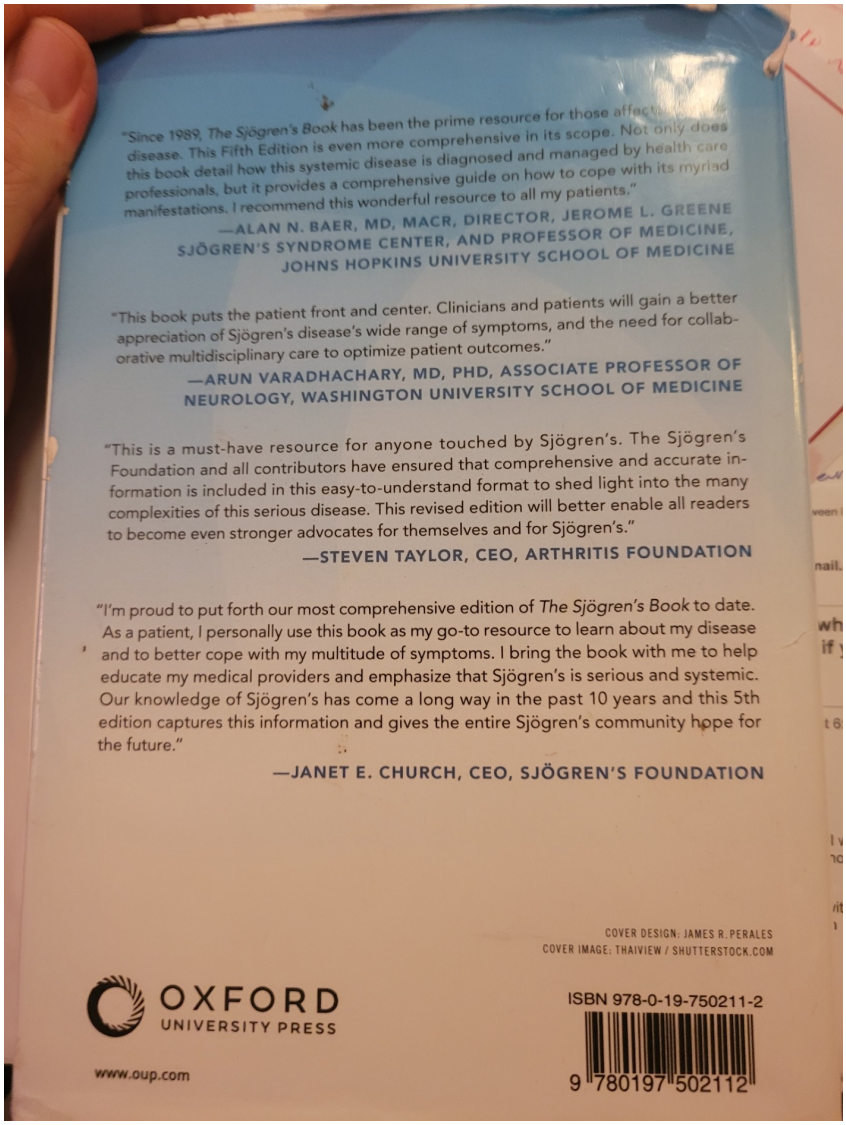
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The Sjögren's Book
FIFTH EDITION
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

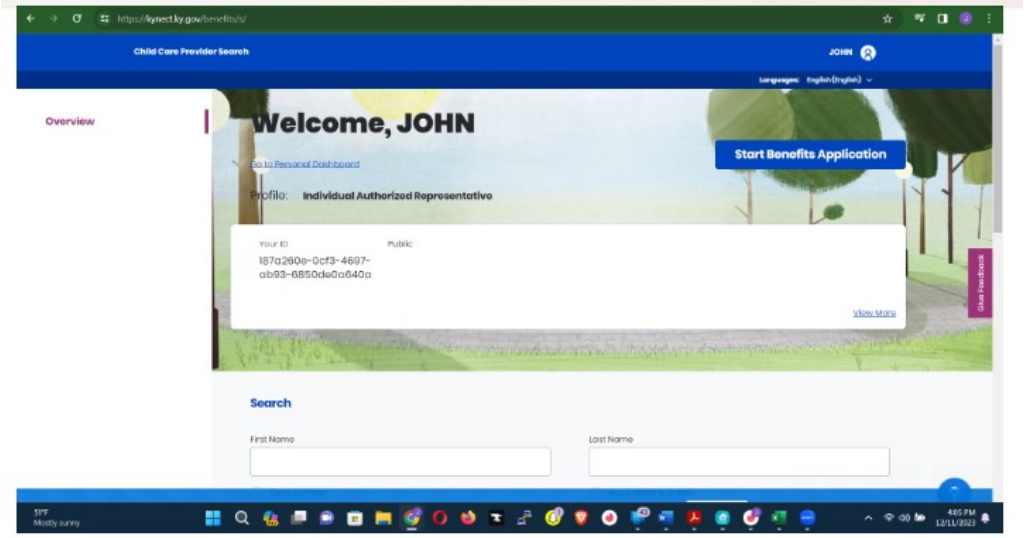
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

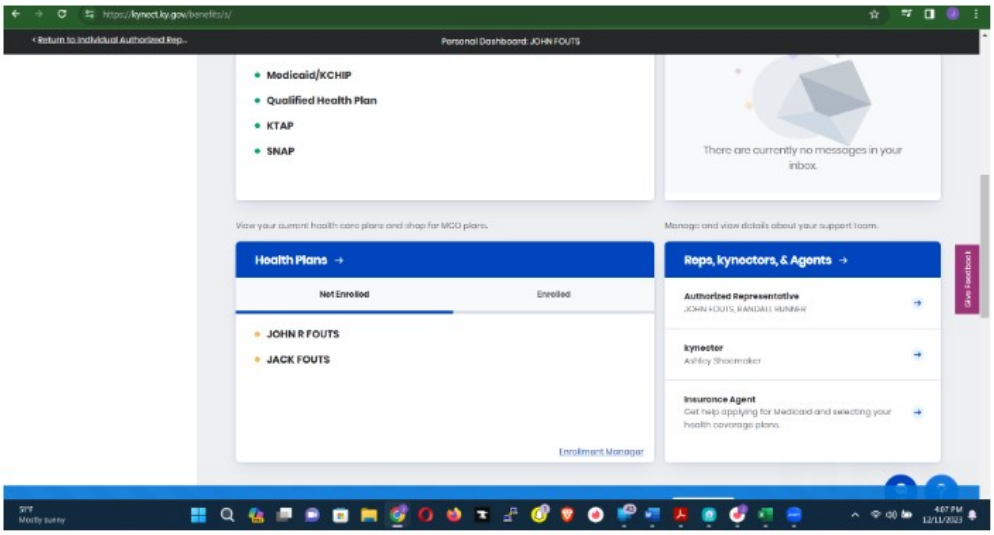
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

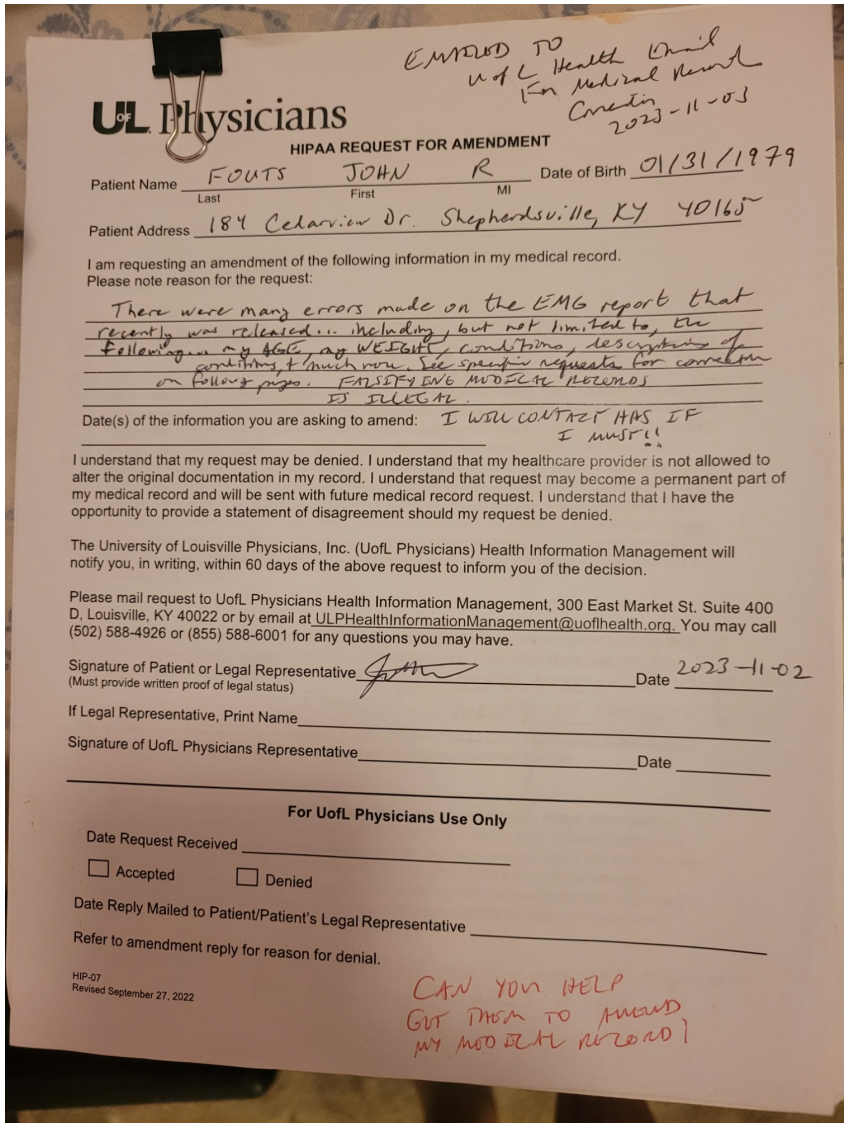
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on follow pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

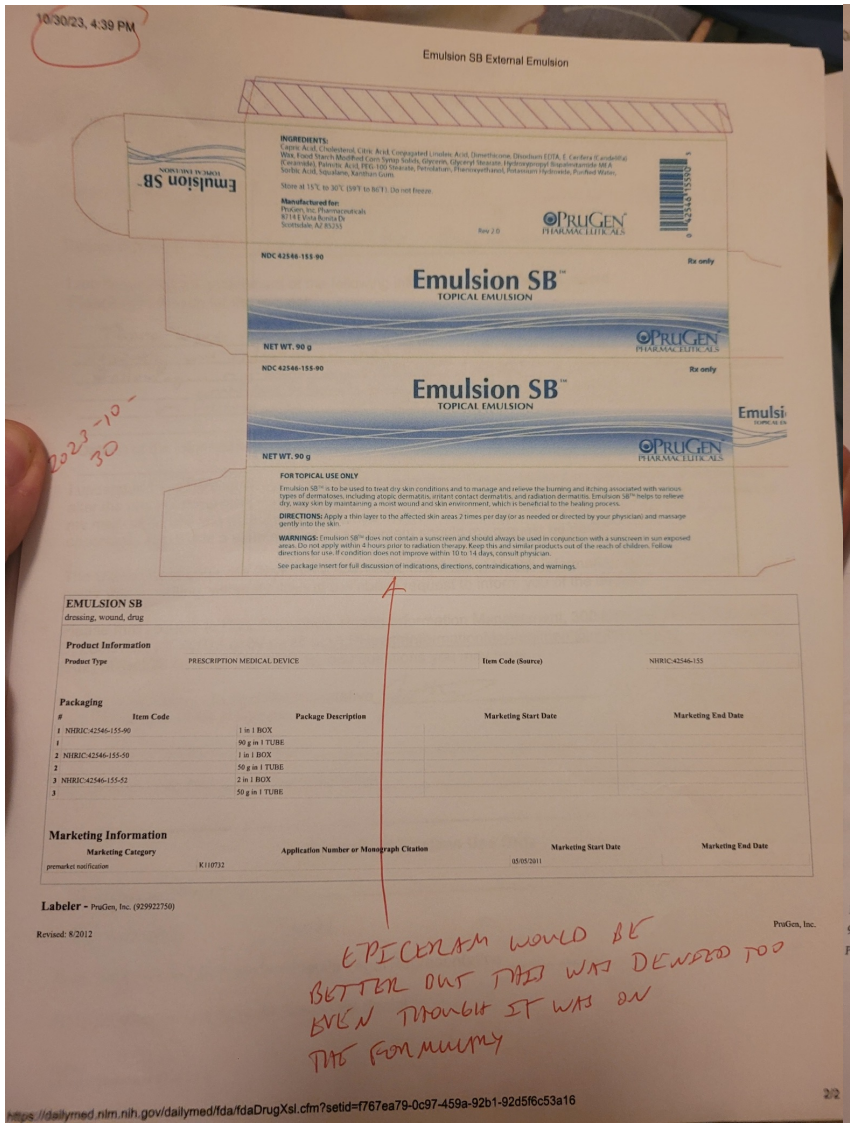
☐ Accepted ☐ Denied

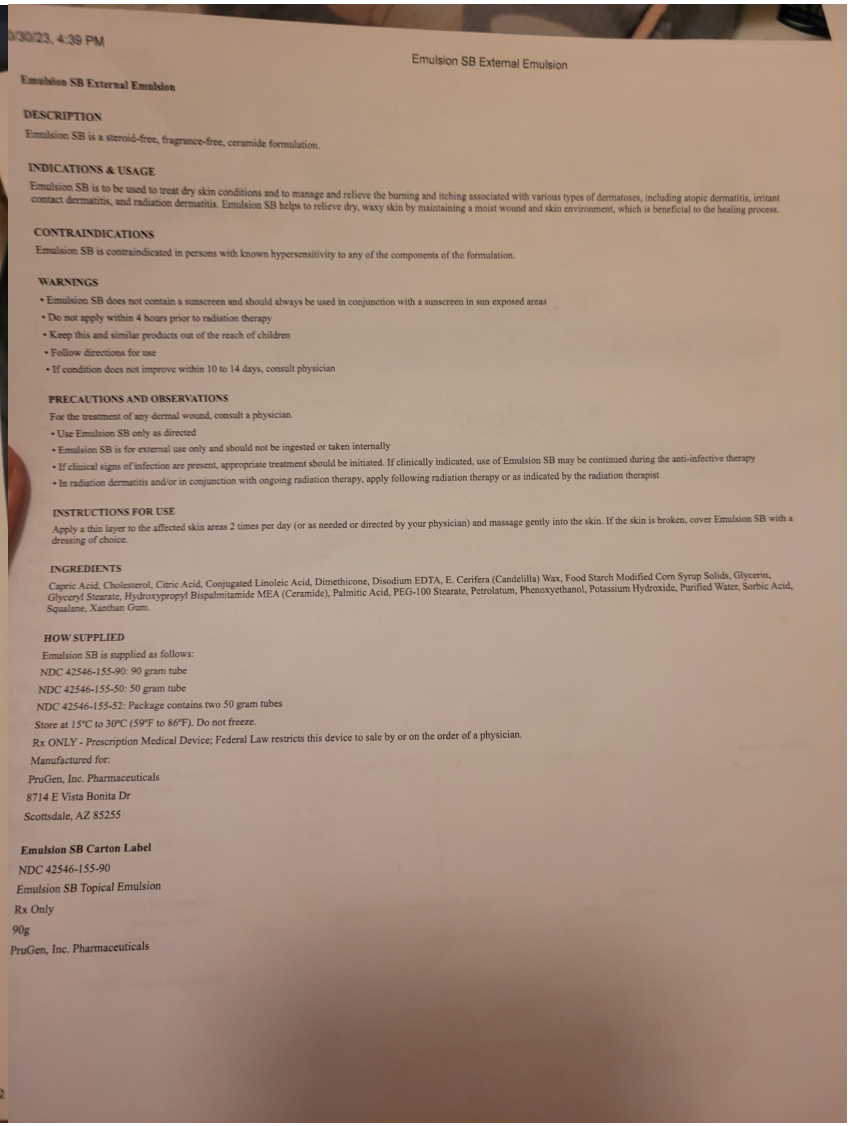
Date Reply Mailed to Patient/Patient's Legal Representative _____

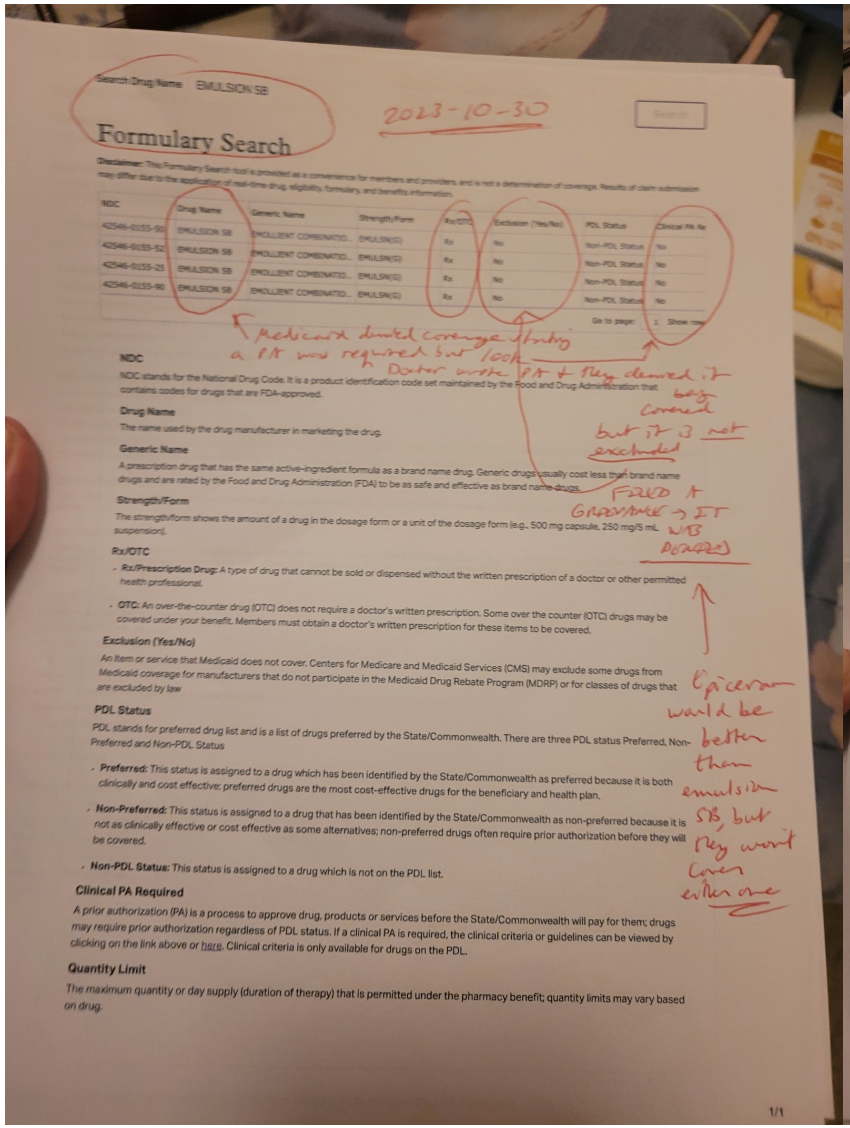
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


10/30/23, 4:39 PM
Emulsion SB External Emulsion
INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch-Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.
2023-10-30
EMULSION SB
dressing, wound, drug
Product Information
Product Type: PRESCRIPTION MEDICAL DEVICE
Item Code (Source): NHRIC:42546-155
Packaging
| Item Code | Package Description | Marketing Start Date | Marketing End Date
1 NHRIC:42546-155-90 1 in 1 BOX
1 90 g in 1 TUBE
2 NHRIC:42546-155-50 1 in 1 BOX
2 50 g in 1 TUBE
3 NHRIC:42546-155-52 2 in 1 BOX
3 50 g in 1 TUBE
Marketing Information
Marketing Category | Application Number or Monograph Citation | Marketing Start Date | Marketing End Date
premarket notification K110732 05/05/2011
Labeler - PruGen, Inc. (929922750)
Revised: 8/2012
PruGen, Inc.
EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY
https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16
2/2


10/30/23, 4:39 PM
Emulsion SB External Emulsion
Emulsion SB External Emulsion
DESCRIPTION
Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.
INDICATIONS & USAGE
Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
CONTRAINDICATIONS
Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.
WARNINGS
• Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
• Do not apply within 4 hours prior to radiation therapy
• Keep this and similar products out of the reach of children
• Follow directions for use
• If condition does not improve within 10 to 14 days, consult physician
PRECAUTIONS AND OBSERVATIONS
For the treatment of any dermal wound, consult a physician.
• Use Emulsion SB only as directed
• Emulsion SB is for external use only and should not be ingested or taken internally
• If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
• In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist
INSTRUCTIONS FOR USE
Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.
INGREDIENTS
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
HOW SUPPLIED
Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I don't Doctor wrote PA + they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

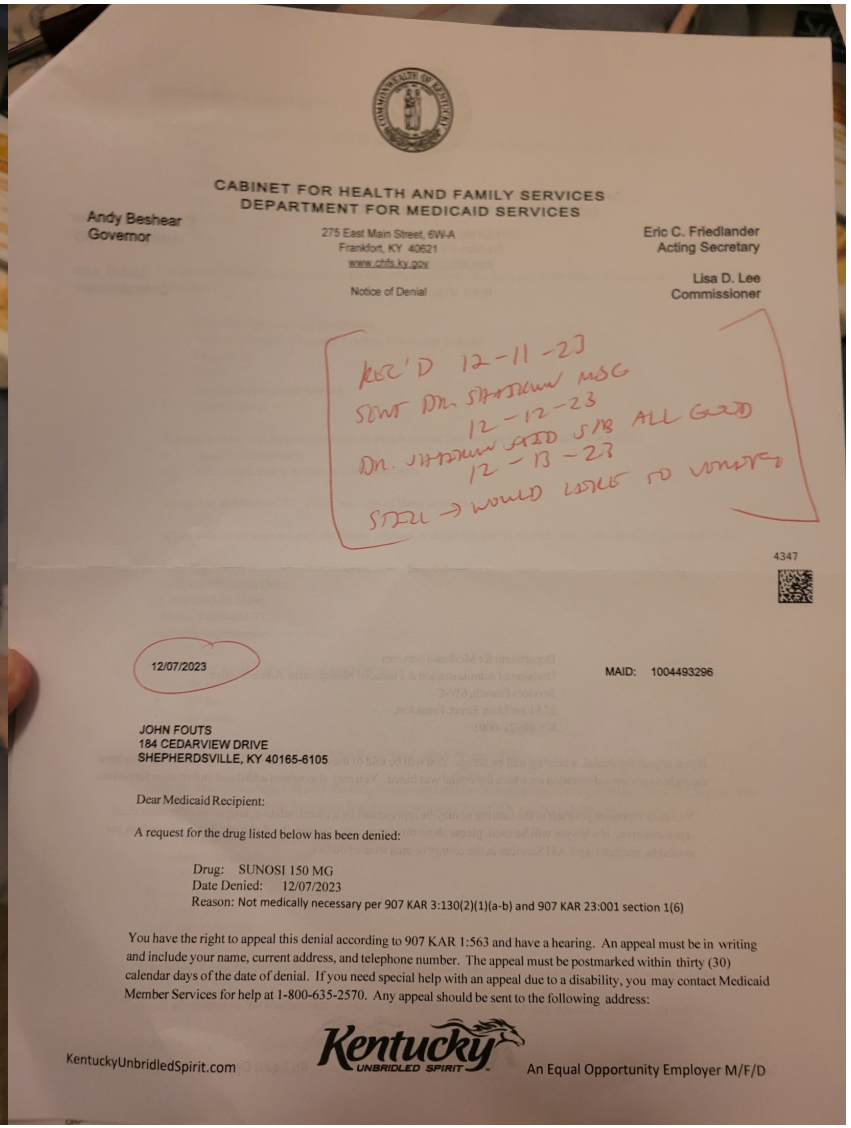
Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

FILED A GRIEVANCE → IT WAS DENIED

Officer would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOOK TO VOMITOL

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

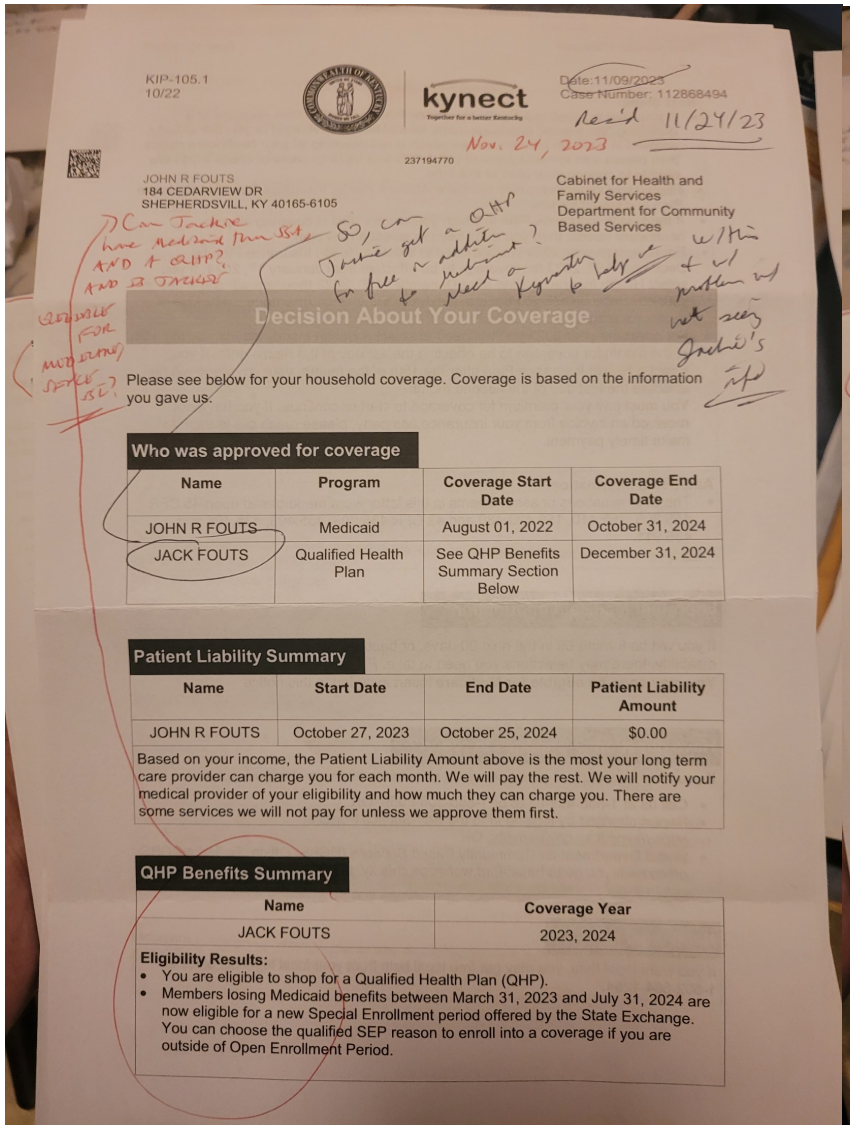
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

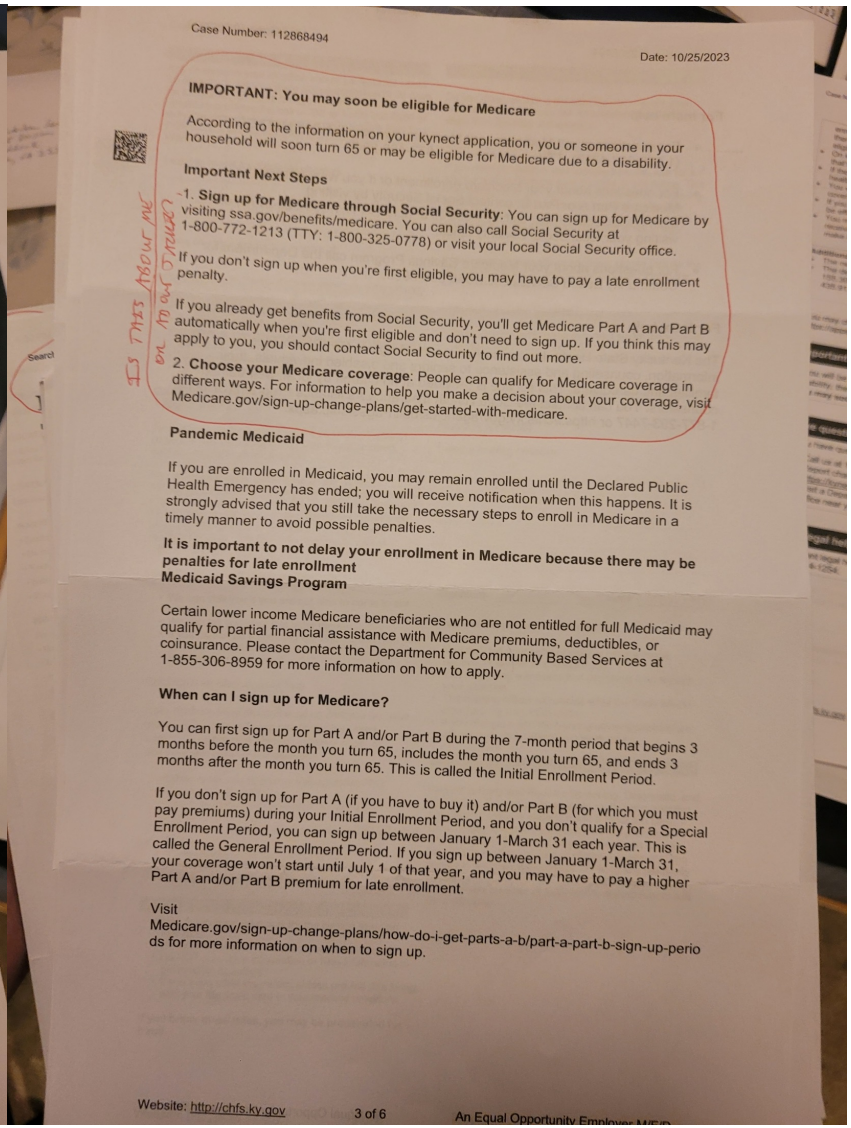
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

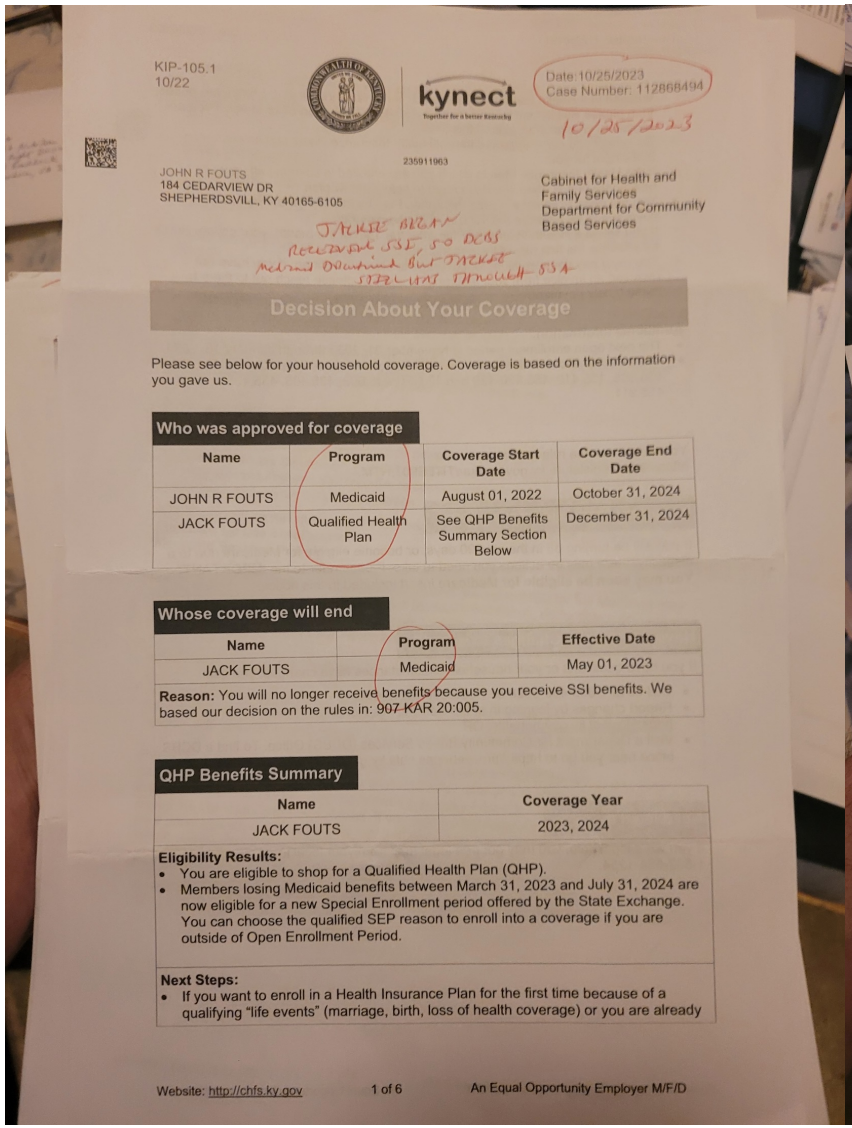
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILLE, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

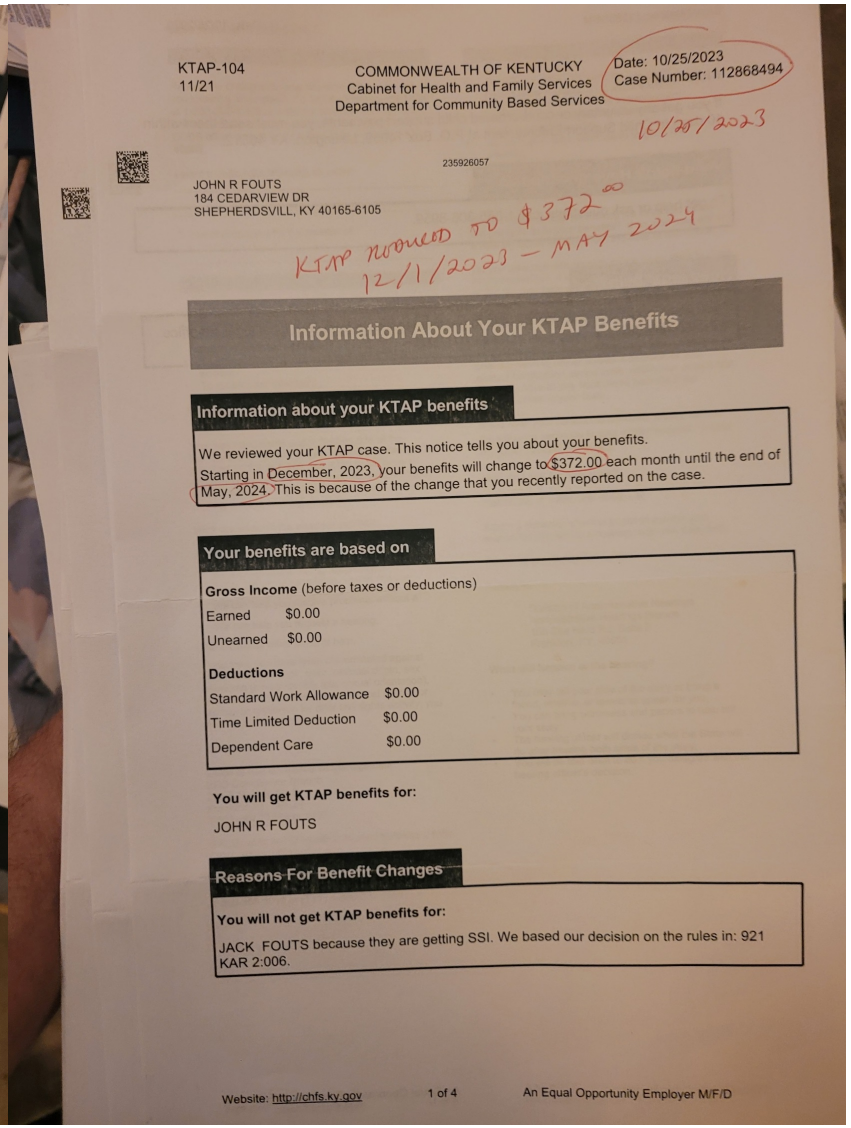
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILLE, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

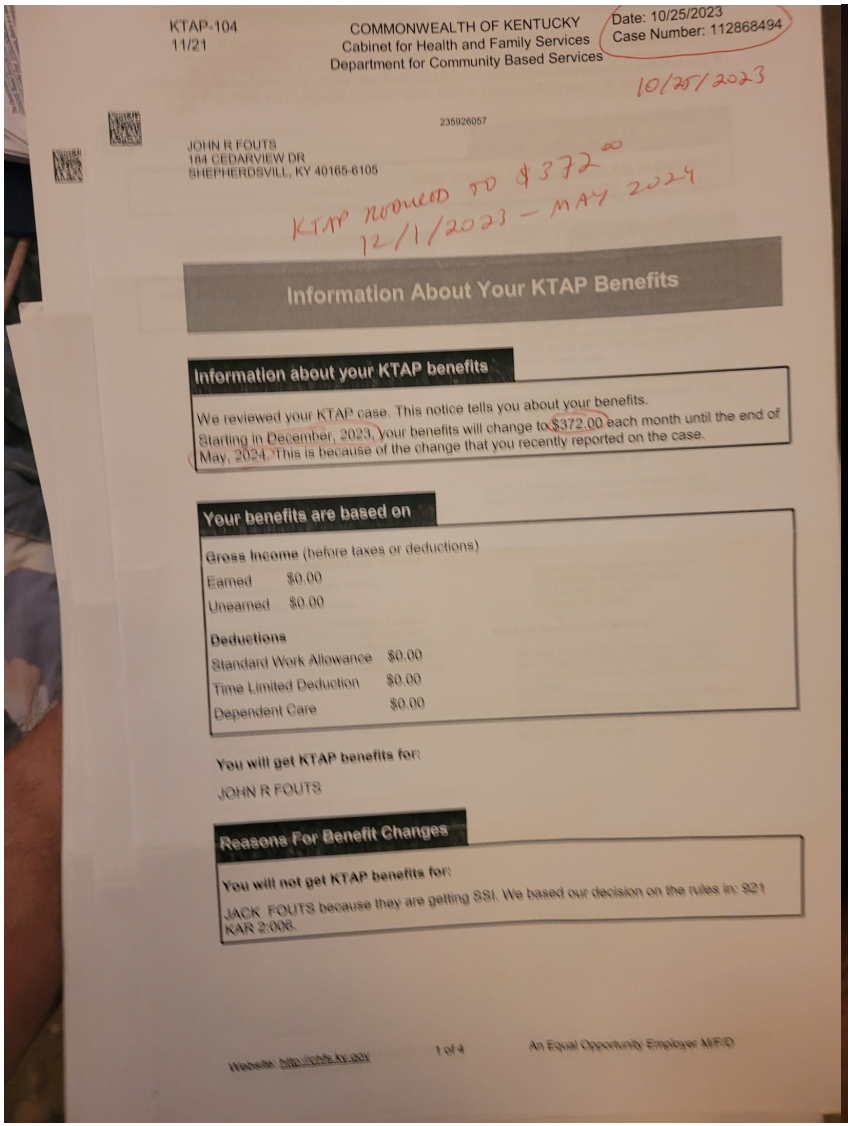
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

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You will get KTAP benefits for:

JOHN R FOUTS

Reasons For Benefit Changes

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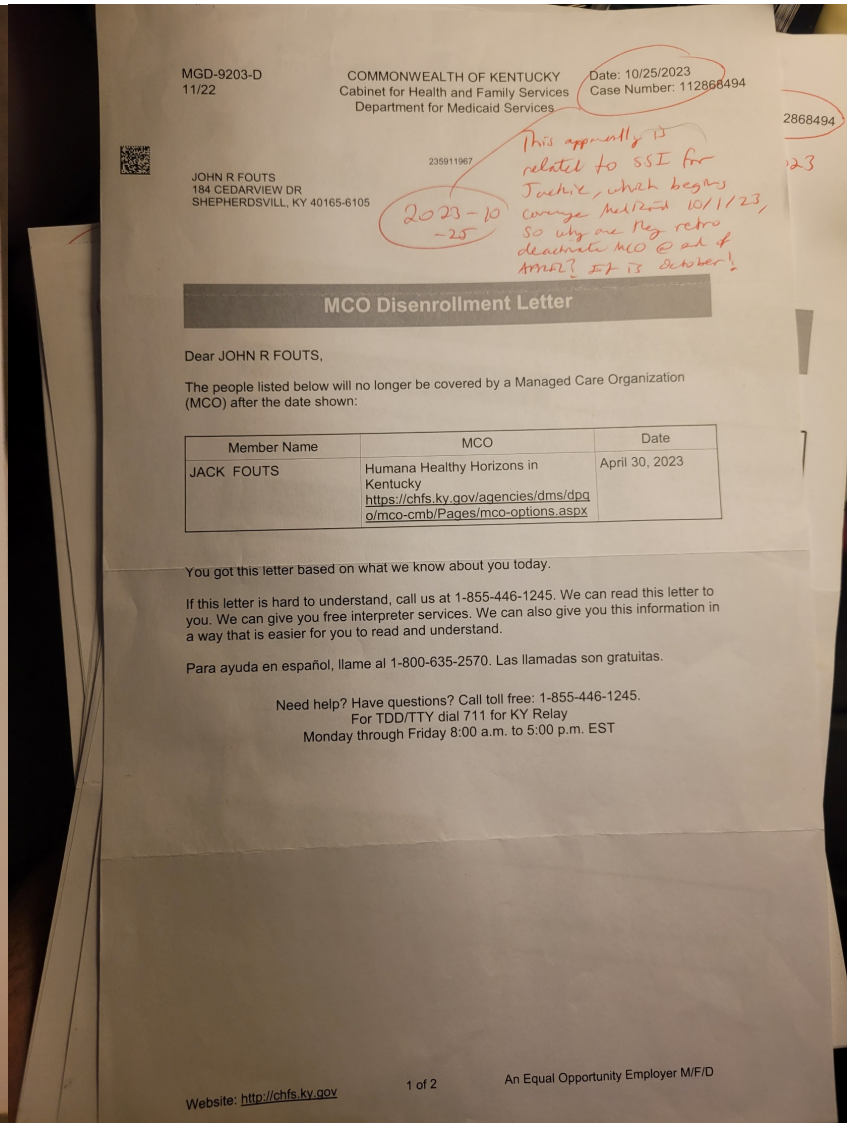
Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

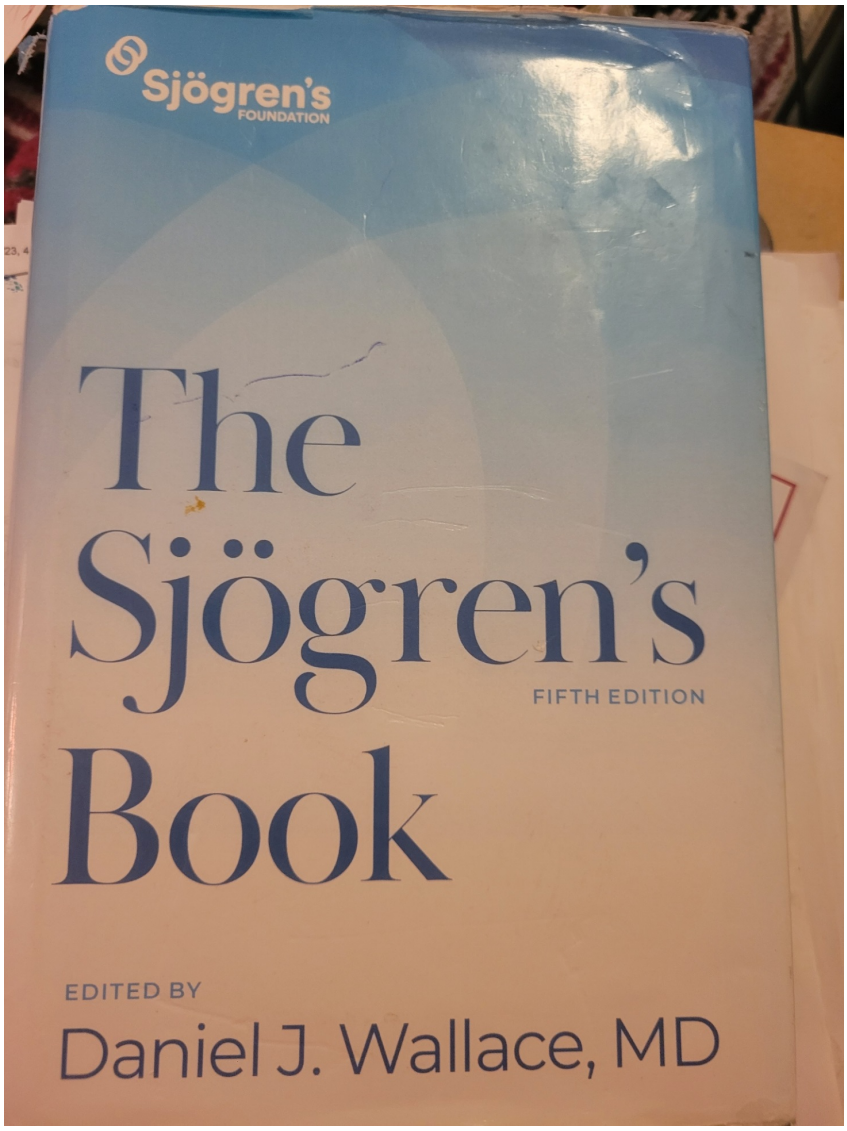
You got this letter based on what we know about you today.

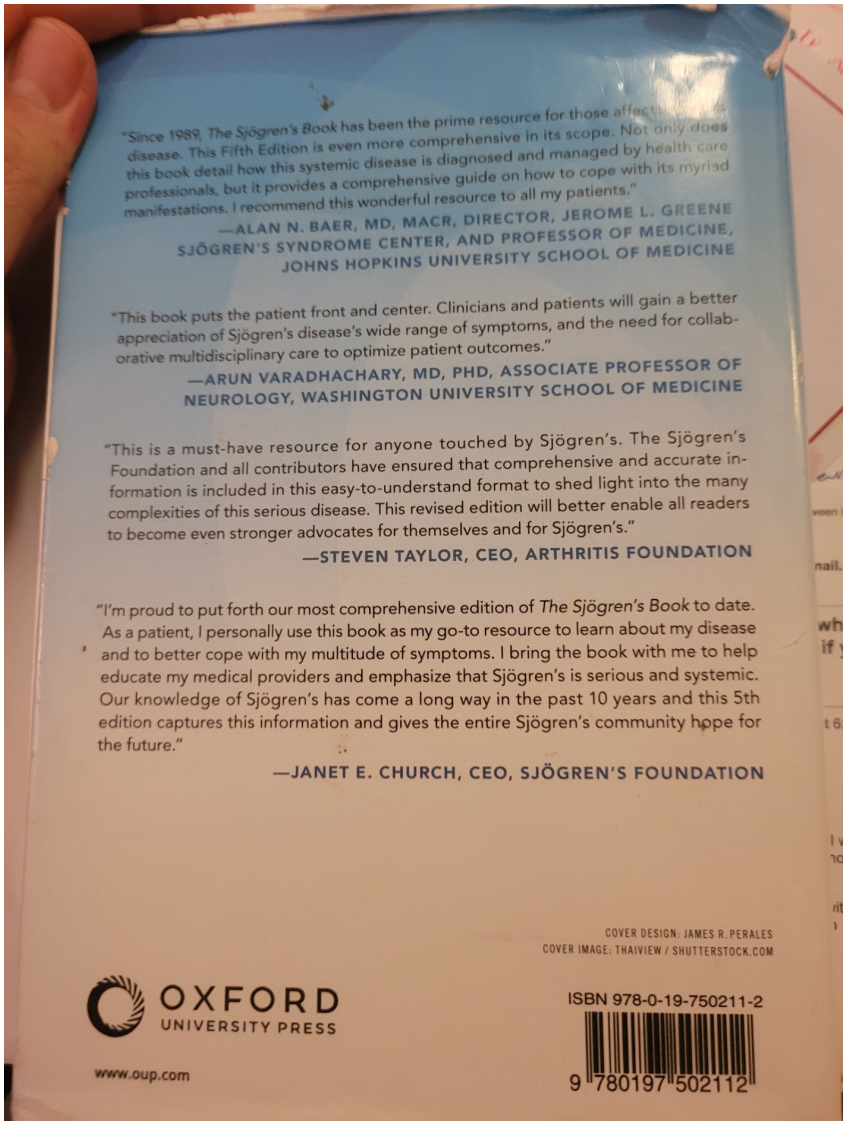
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

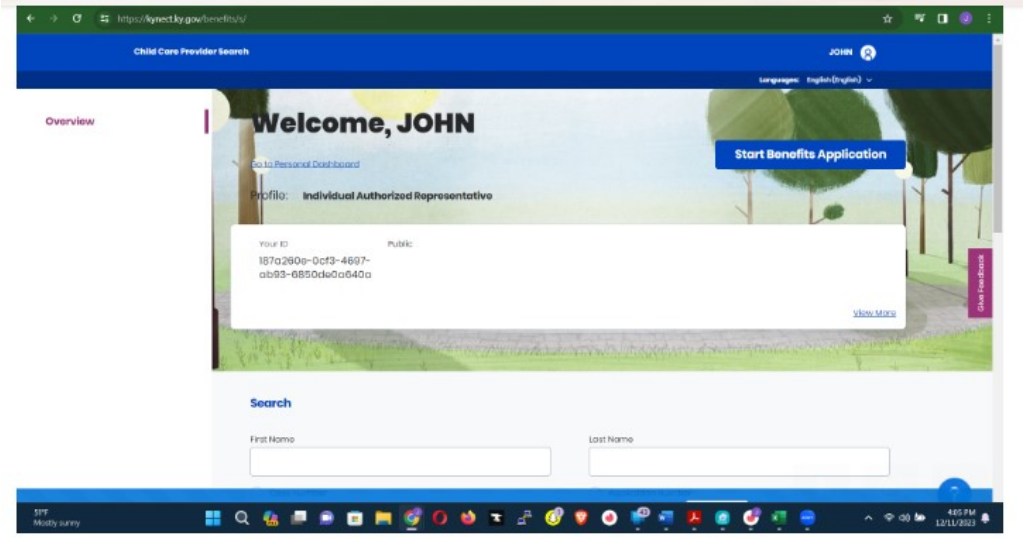
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

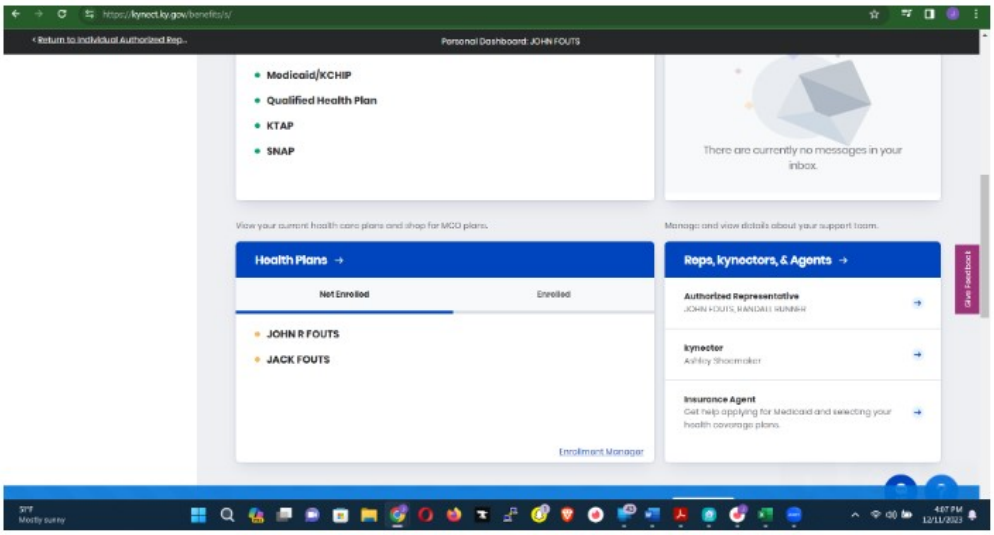
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

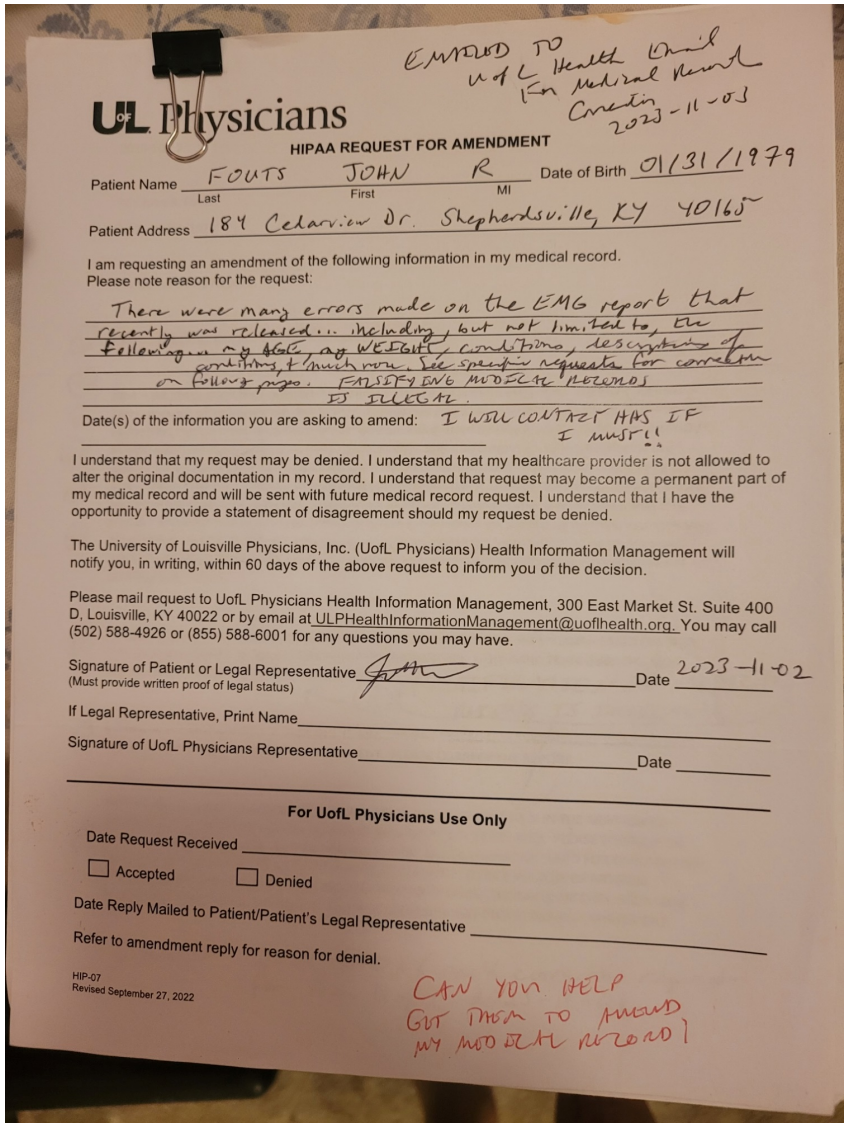
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on follow pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

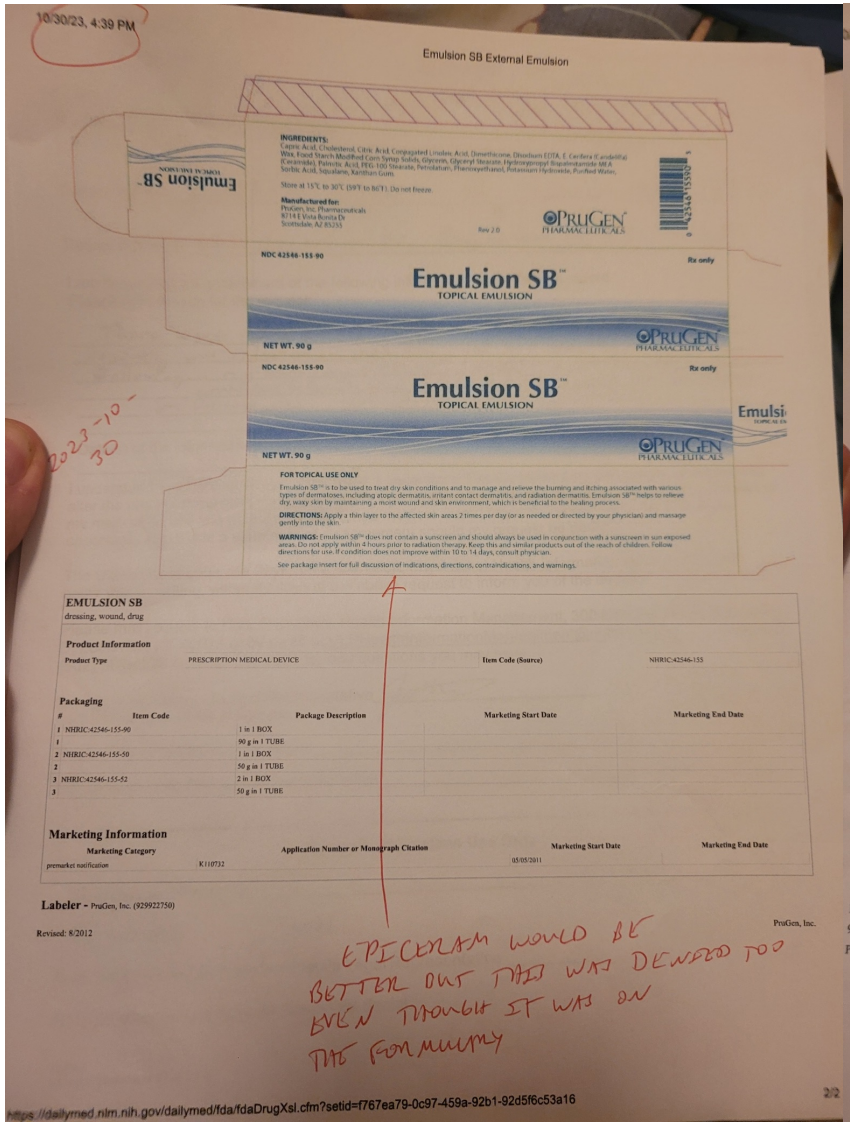
☐ Accepted ☐ Denied

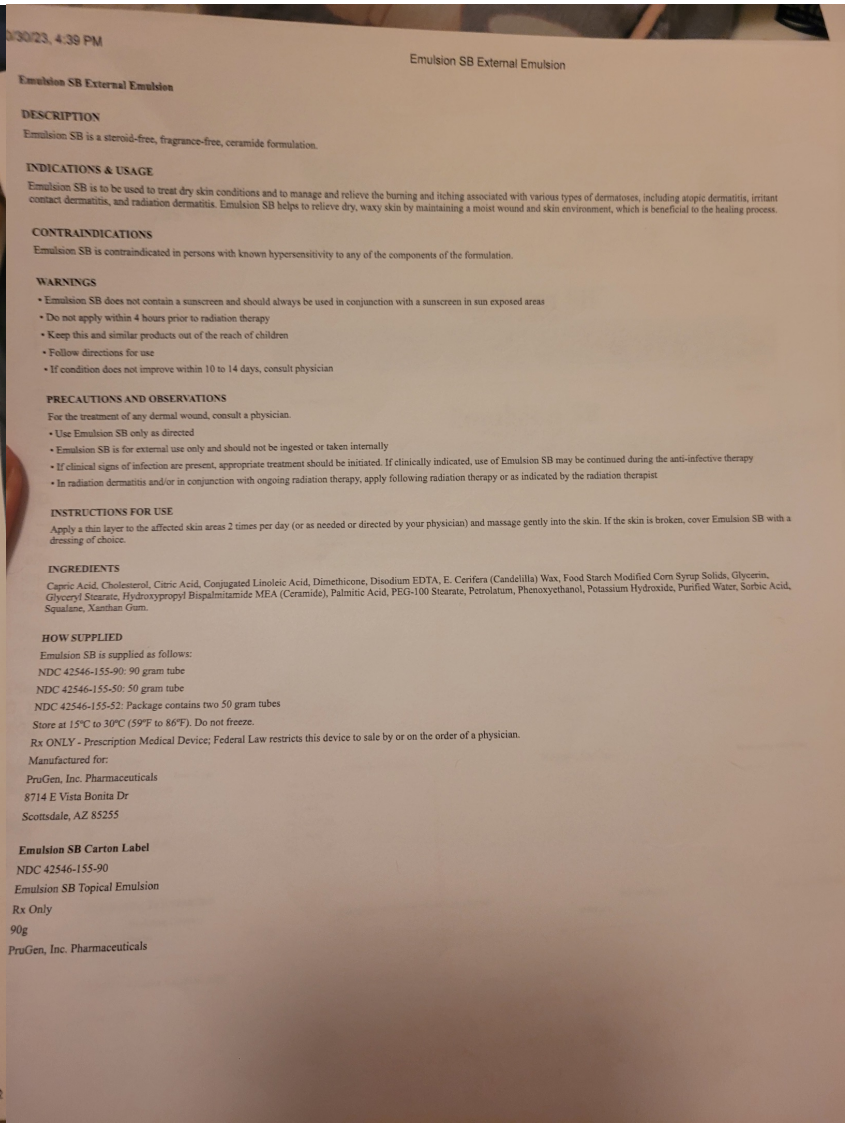
Date Reply Mailed to Patient/Patient's Legal Representative _____

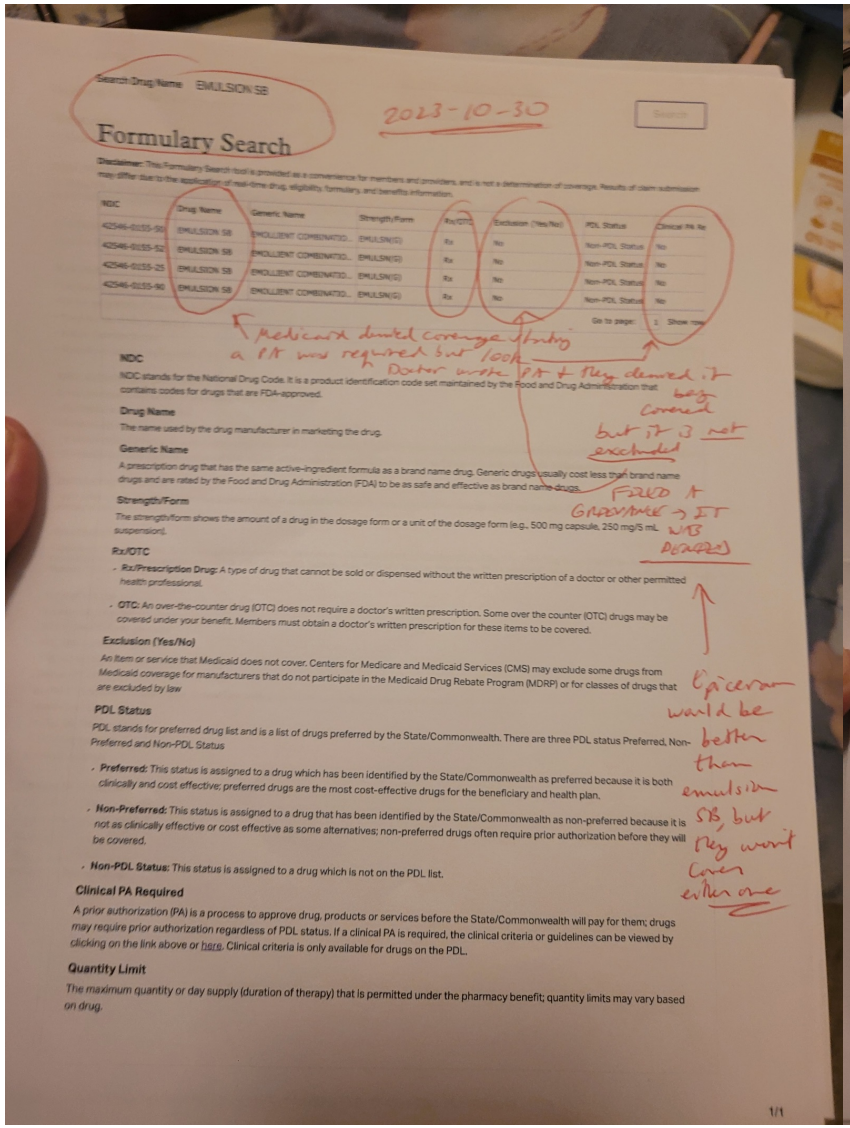
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


10/30/23, 4:39 PM
Emulsion SB External Emulsion
INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.
2023-10-30
EMULSION SB
dressing, wound, drug
Product Information
Product Type PRESCRIPTION MEDICAL DEVICE
Item Code (Source) NHRIC:42546-155
Packaging
Item Code Package Description Marketing Start Date Marketing End Date
1 NHRIC:42546-155-90 1 in 1 BOX
1 90 g in 1 TUBE
2 NHRIC:42546-155-50 1 in 1 BOX
2 50 g in 1 TUBE
3 NHRIC:42546-155-52 2 in 1 BOX
3 50 g in 1 TUBE
Marketing Information
Marketing Category Application Number or Monograph Citation Marketing Start Date Marketing End Date
premarket notification K110732 05/05/2011
Labeler - PruGen, Inc. (929922750)
Revised: 8/2012
PruGen, Inc.
EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY
https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16
2/2


10/30/23, 4:39 PM
Emulsion SB External Emulsion
Emulsion SB External Emulsion
DESCRIPTION
Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.
INDICATIONS & USAGE
Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
CONTRAINDICATIONS
Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.
WARNINGS
• Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
• Do not apply within 4 hours prior to radiation therapy
• Keep this and similar products out of the reach of children
• Follow directions for use
• If condition does not improve within 10 to 14 days, consult physician
PRECAUTIONS AND OBSERVATIONS
For the treatment of any dermal wound, consult a physician.
• Use Emulsion SB only as directed
• Emulsion SB is for external use only and should not be ingested or taken internally
• If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
• In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist
INSTRUCTIONS FOR USE
Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.
INGREDIENTS
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
HOW SUPPLIED
Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I don't Doctor wrote the PA & they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

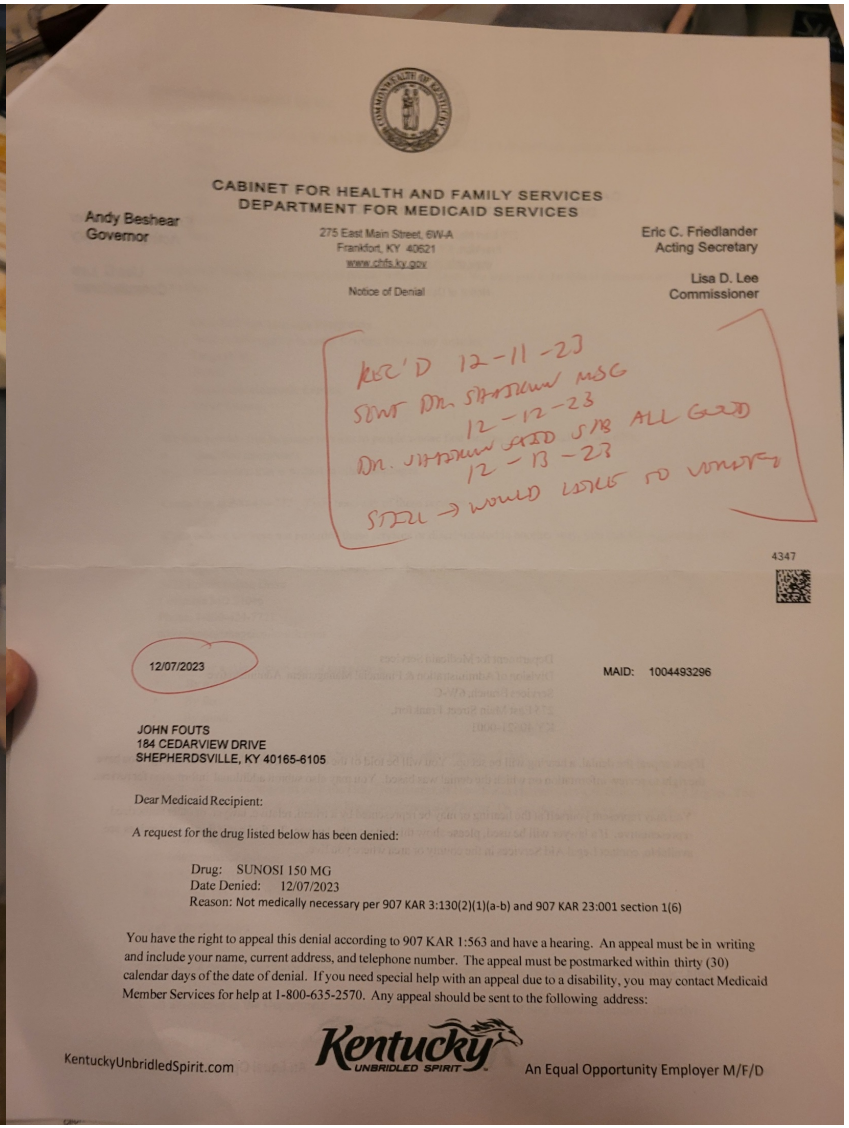
The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

but it is not excluded

FILED A GRIEVANCE → IT WAS DENIED

Officer would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND FAXED S/B ALL GOOD 12-13-23
STILL → WOULD LOOKS TO VOMITY

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

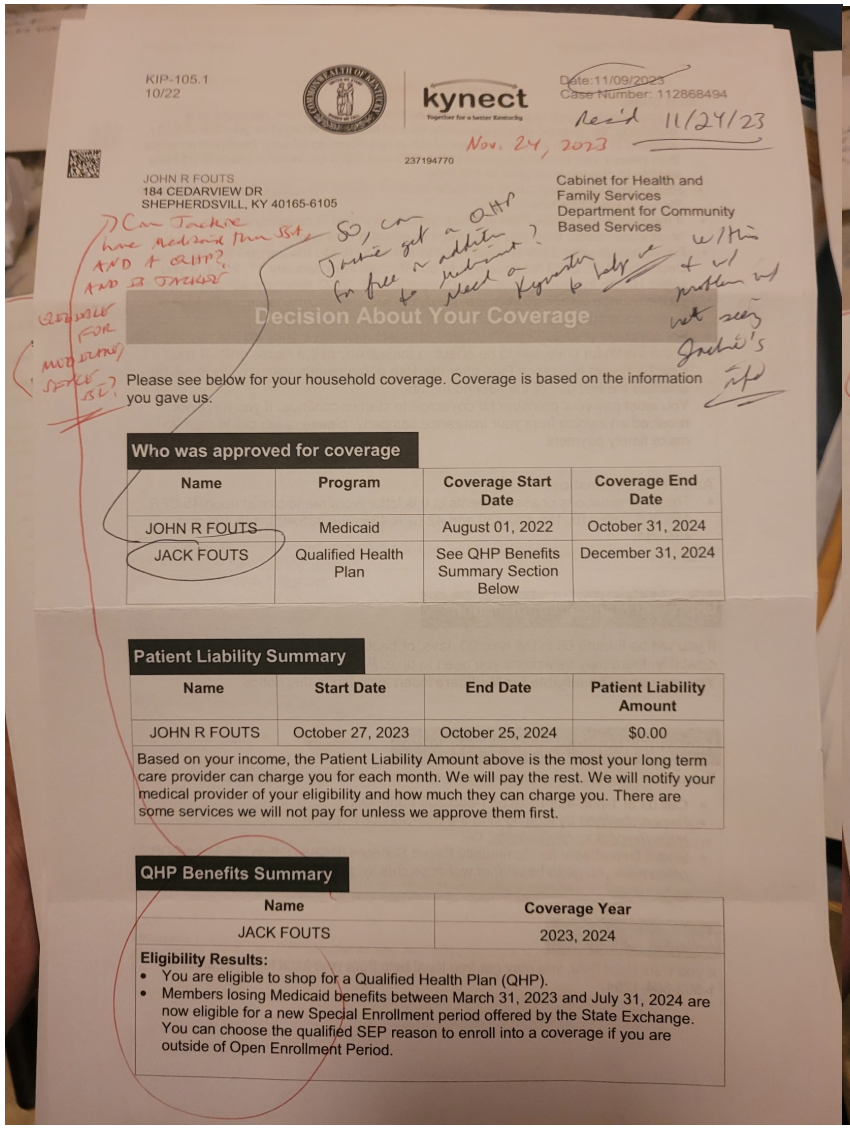
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Can Jackie have Medicaid from SSI AND A QHP? AND A TAXCREDIT

So, can Jackie get a QHP for free in addition to Medicaid? Need to register by July 1st

w/this problem we're not seeing Jackie's SSI

ELIGIBLE FOR MEDICAID/SSI

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

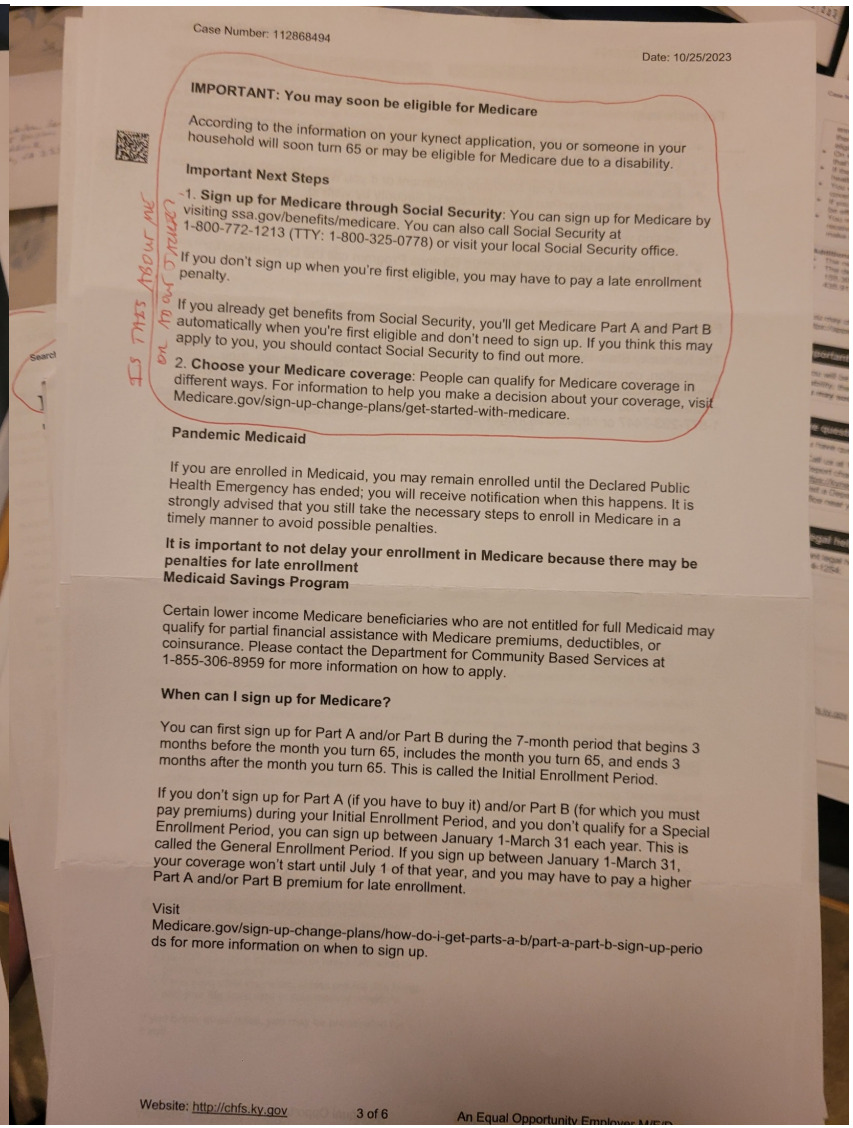
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

IS THIS ABOUT ME or MY DAUGHTER?

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

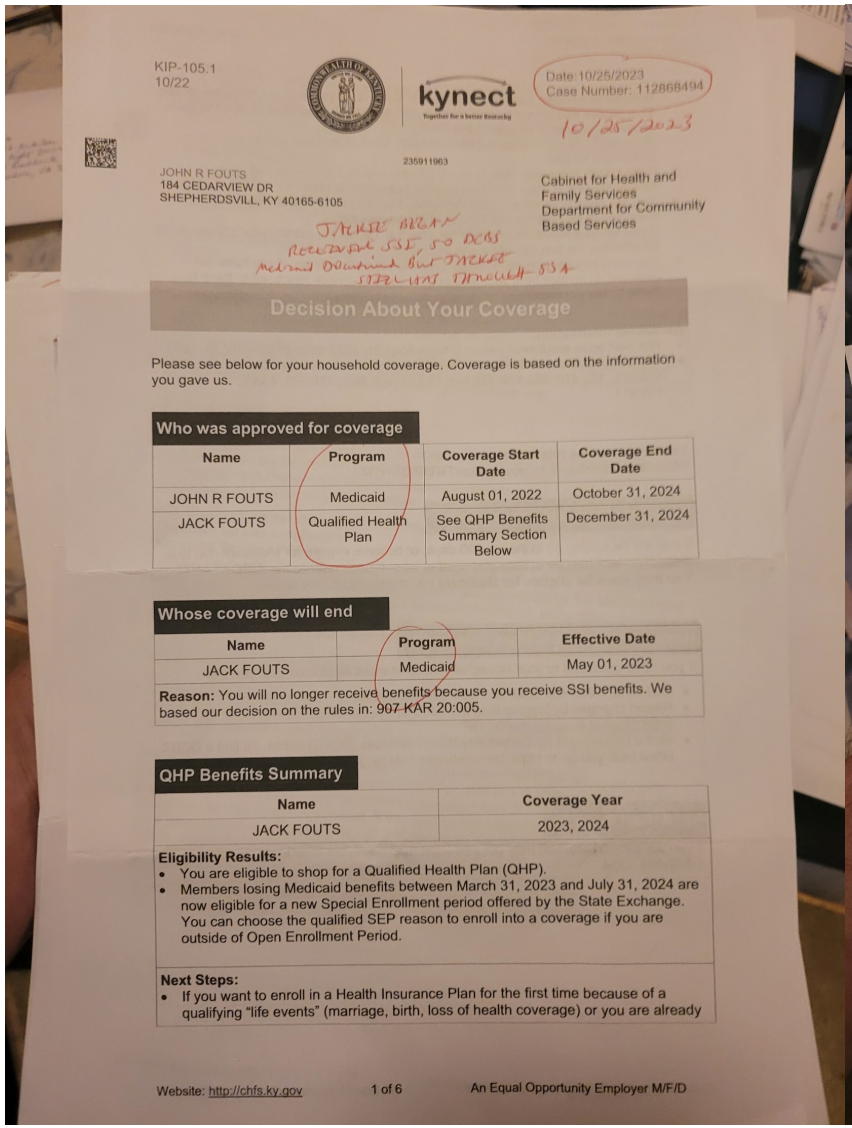
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILLE, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

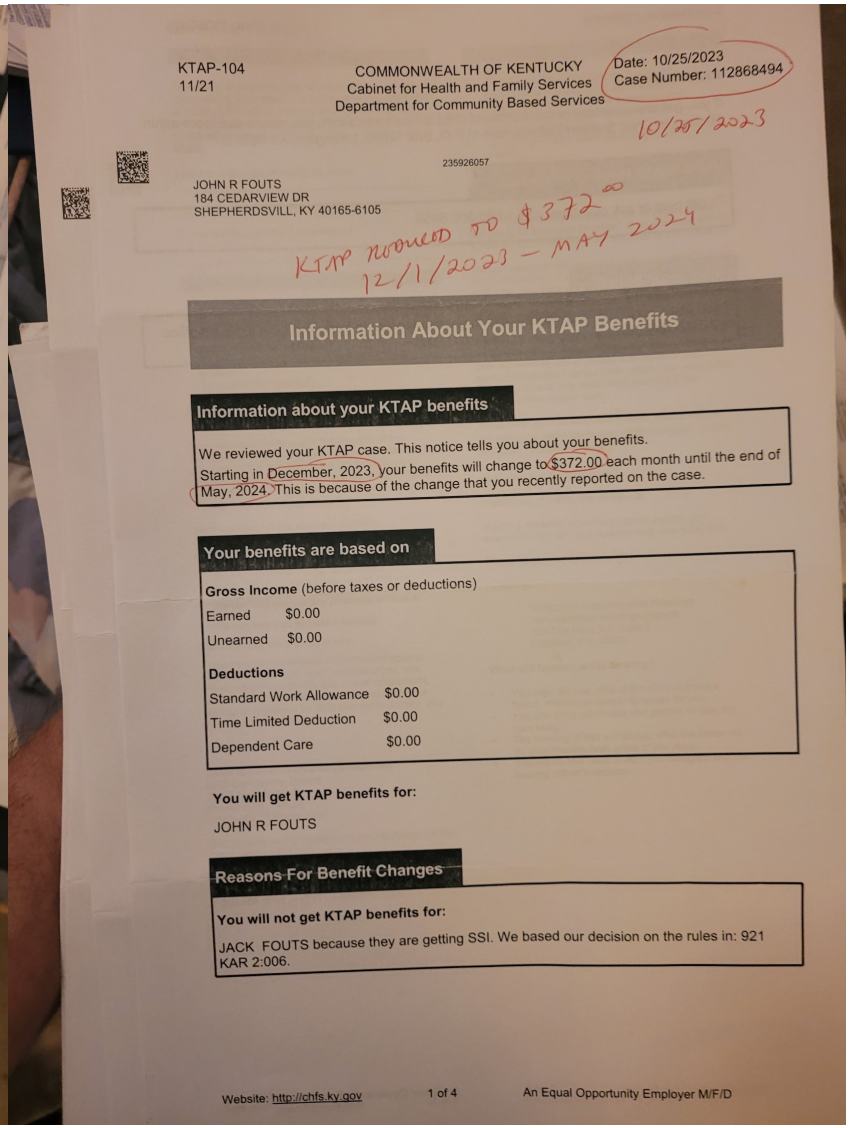
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILLE, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

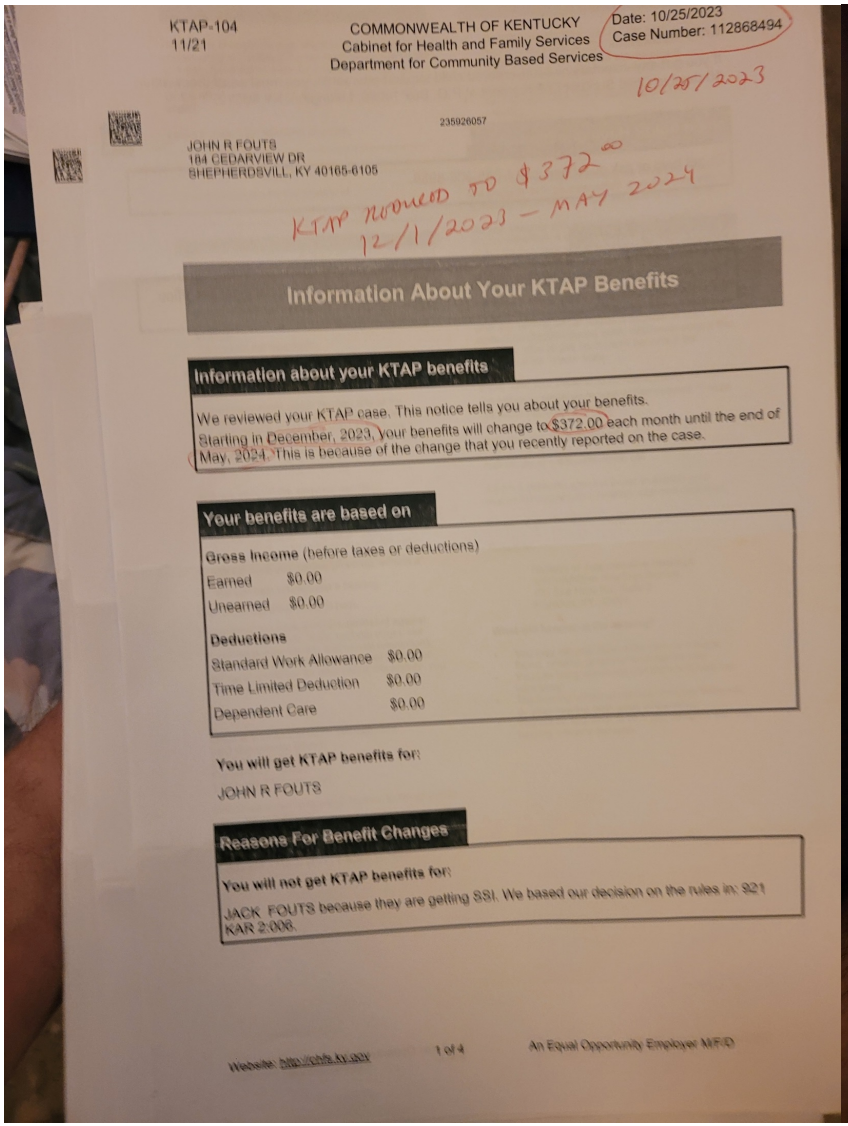
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

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Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

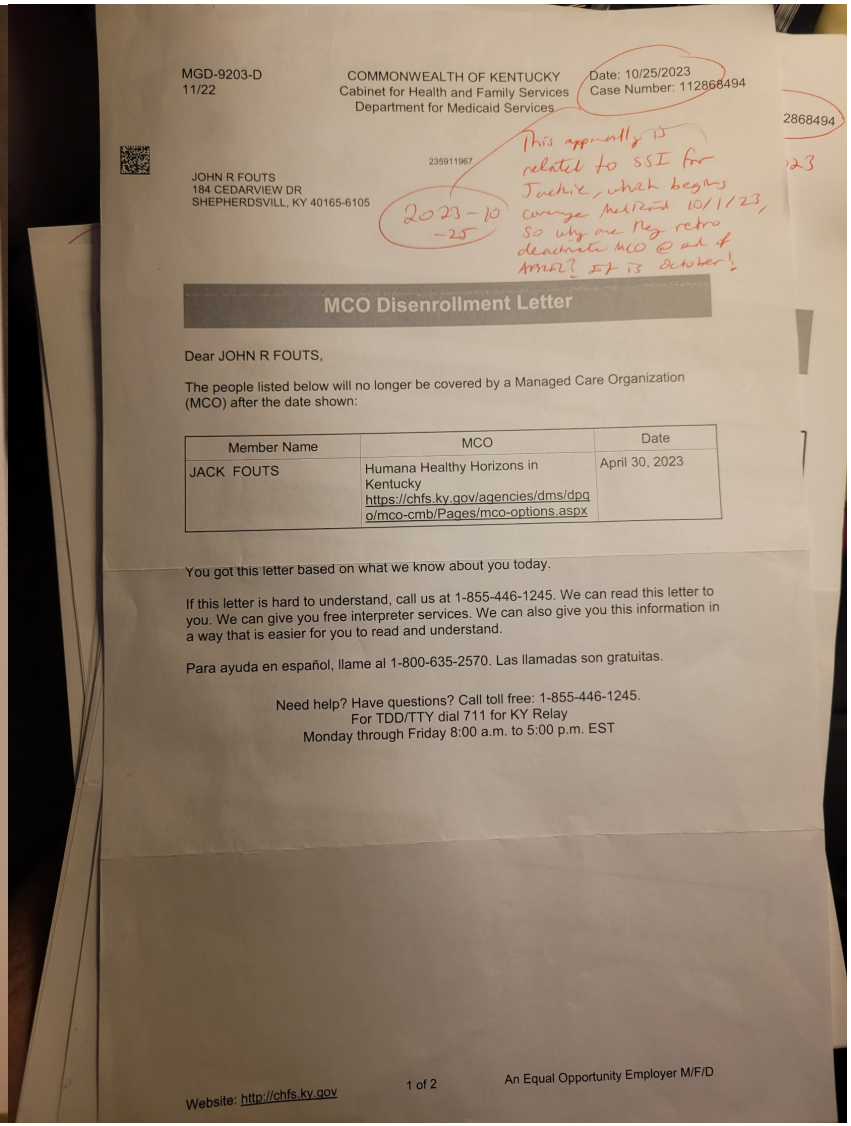
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

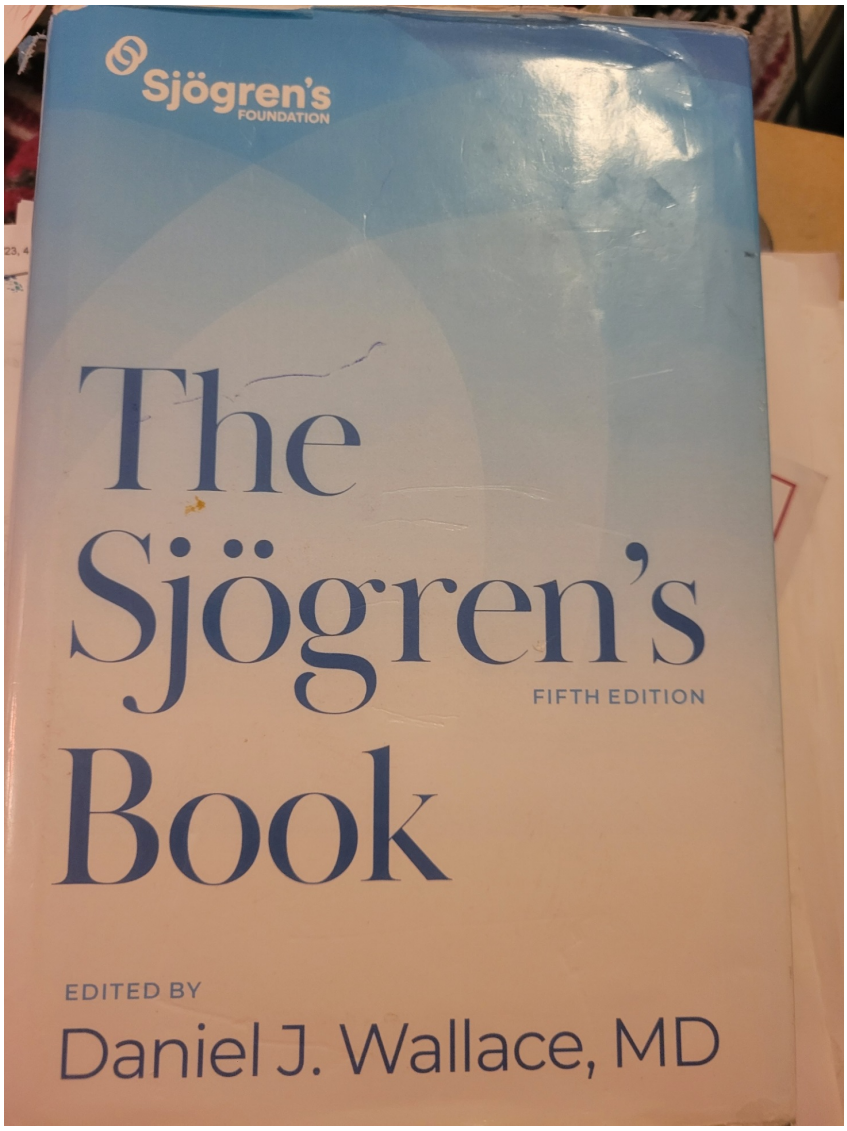
You got this letter based on what we know about you today.

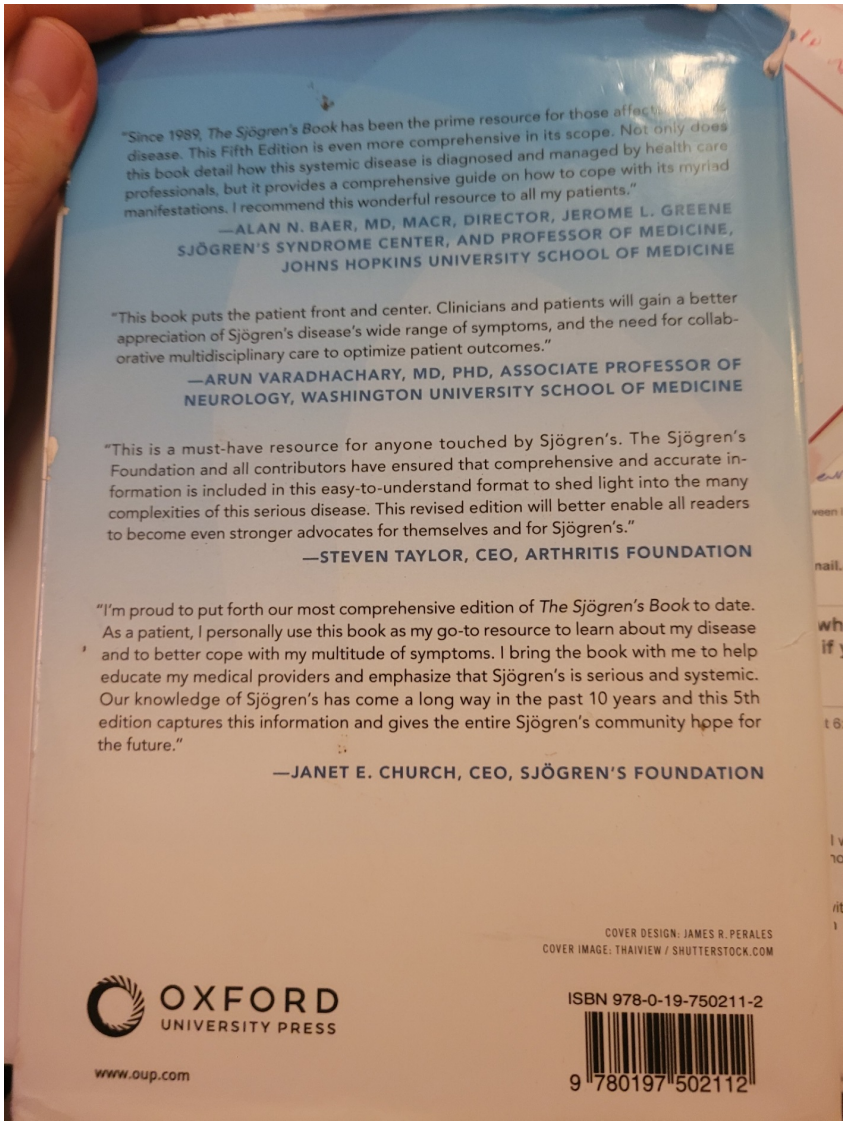
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

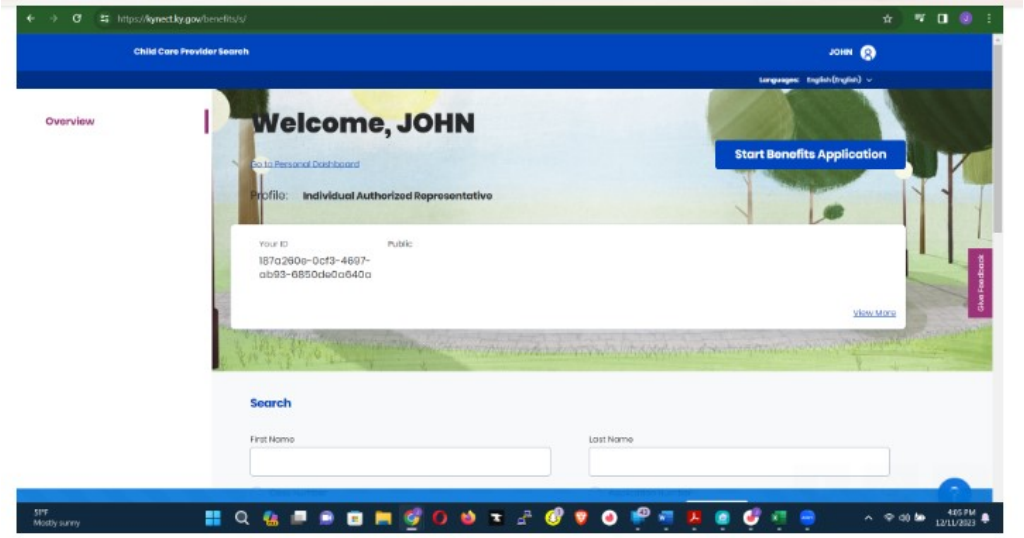
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

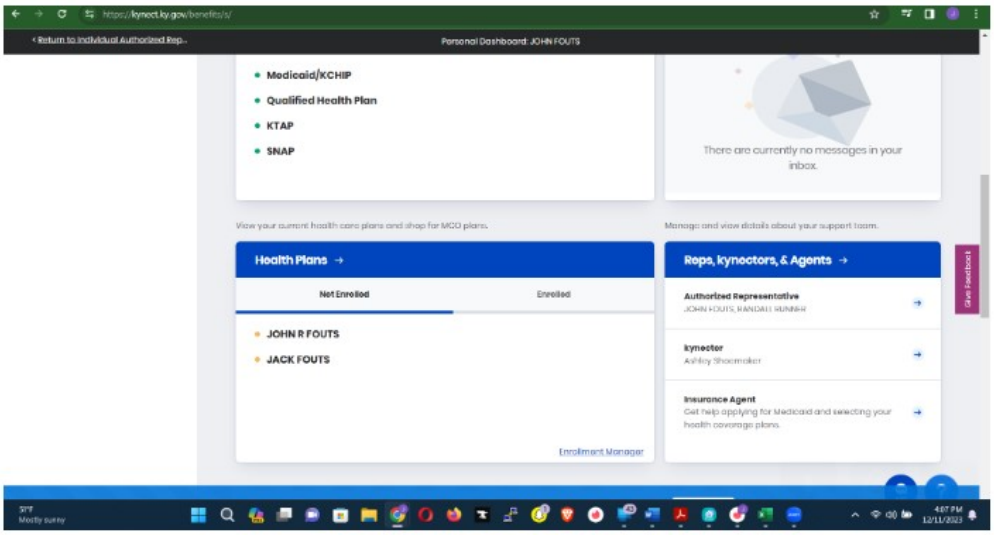
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

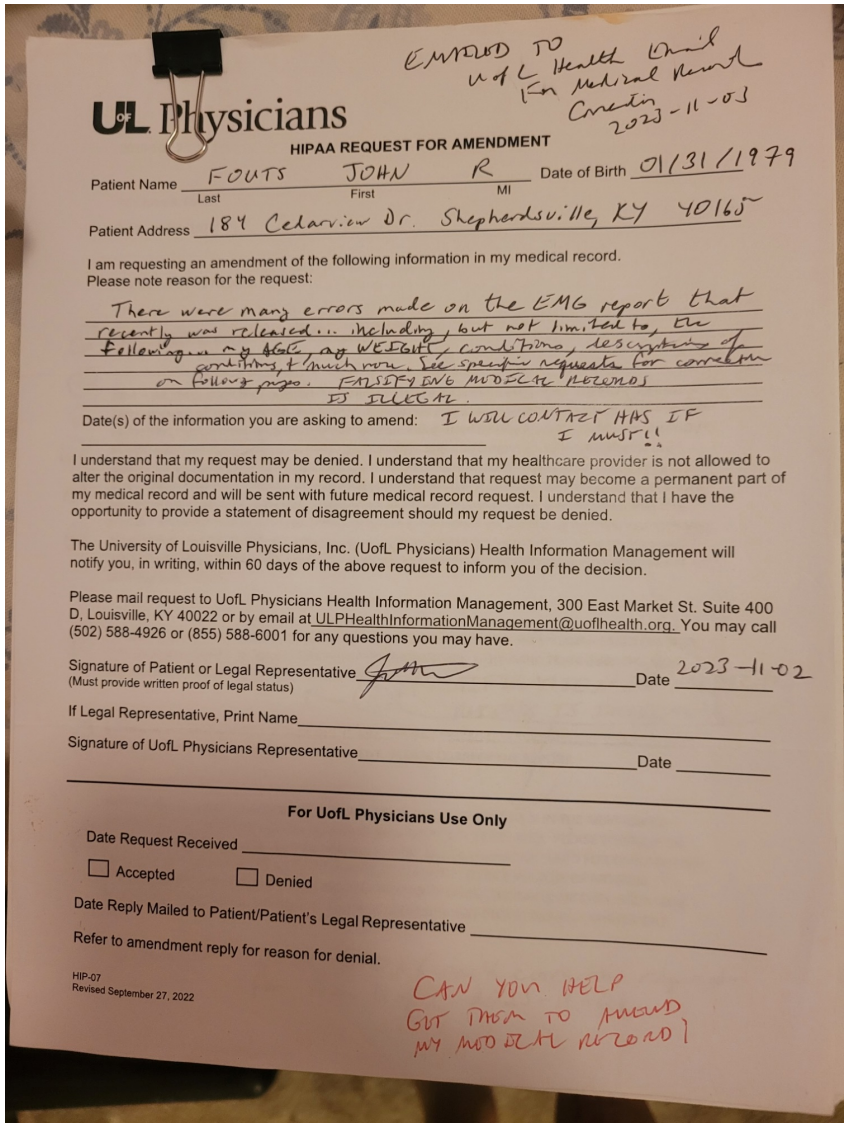
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIS IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

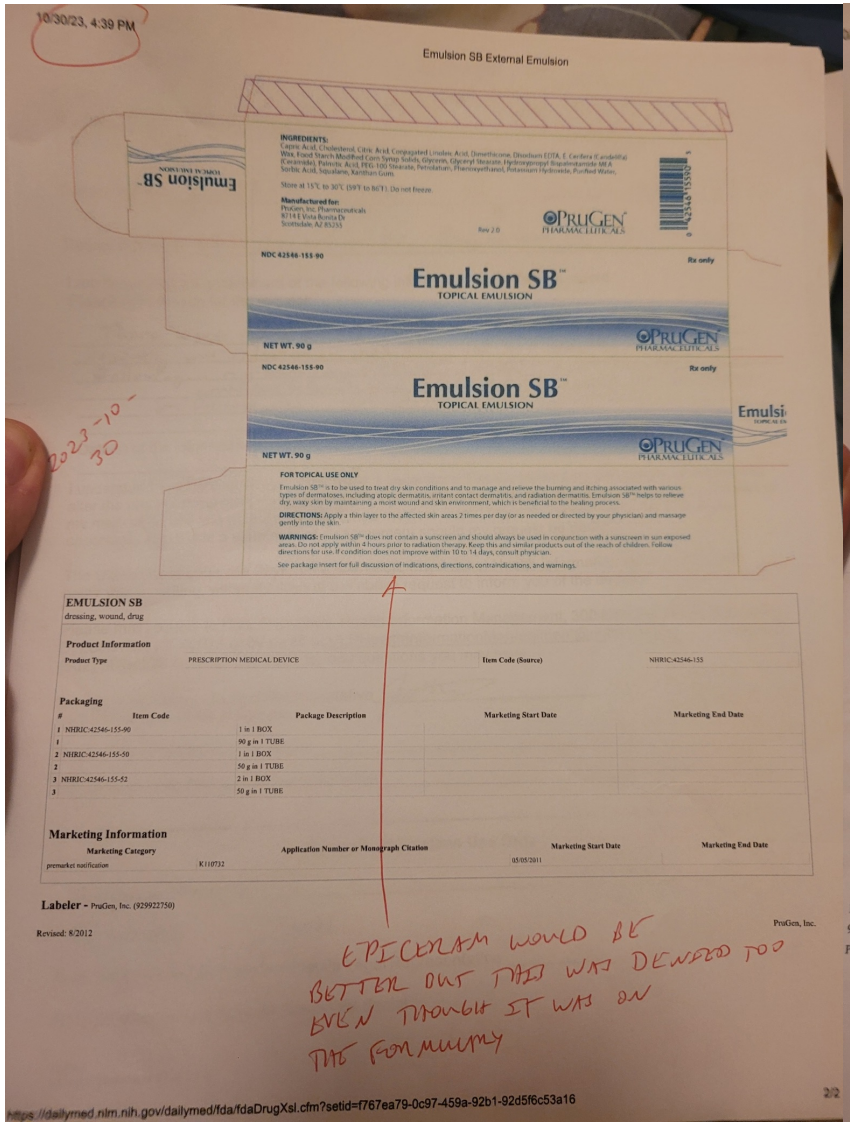
☐ Accepted ☐ Denied

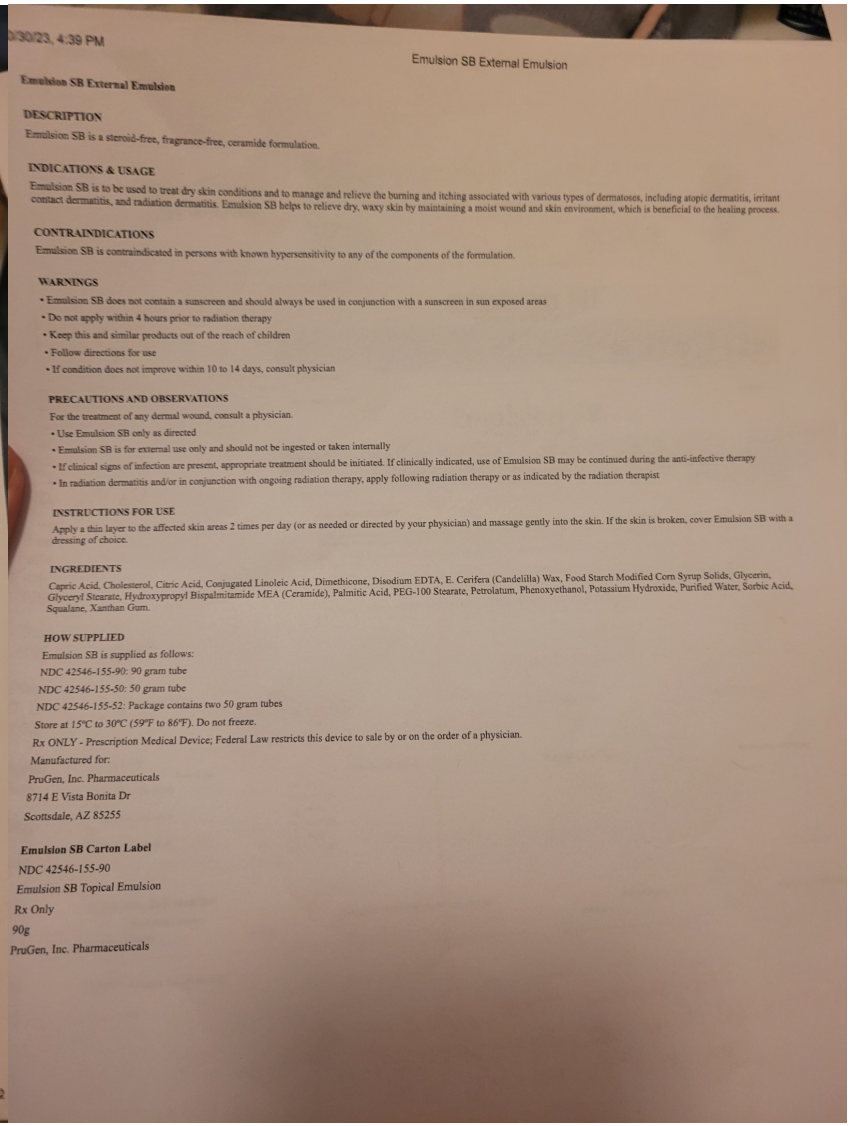
Date Reply Mailed to Patient/Patient's Legal Representative _____

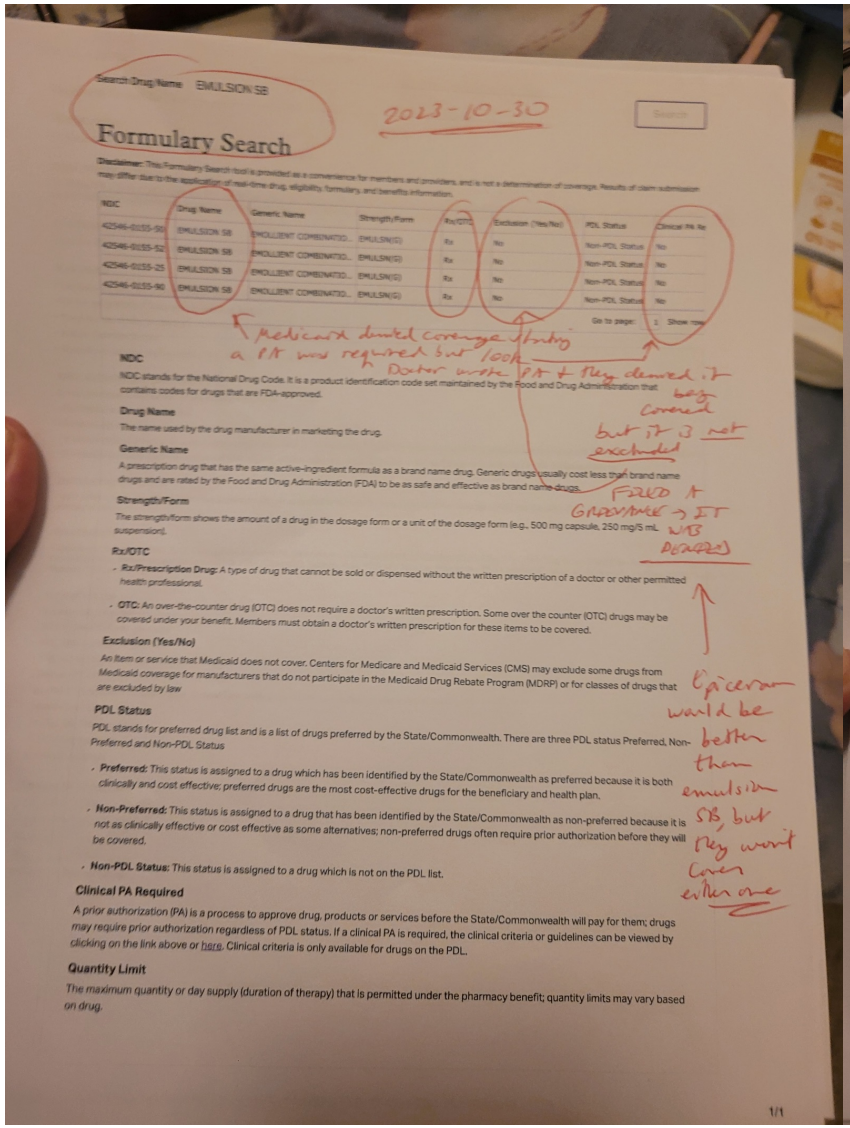
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


10/30/23, 4:39 PM
Emulsion SB External Emulsion
INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch-Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.
2023-10-30
EMULSION SB
dressing, wound, drug
Product Information
Product Type: PRESCRIPTION MEDICAL DEVICE
Item Code (Source): NHRIC:42546-155
Packaging
| Item Code | Package Description | Marketing Start Date | Marketing End Date
1 NHRIC:42546-155-90 1 in 1 BOX
1 90 g in 1 TUBE
2 NHRIC:42546-155-50 1 in 1 BOX
2 50 g in 1 TUBE
3 NHRIC:42546-155-52 2 in 1 BOX
3 50 g in 1 TUBE
Marketing Information
Marketing Category | Application Number or Monograph Citation | Marketing Start Date | Marketing End Date
premarket notification K110732 05/05/2011
Labeler - PruGen, Inc. (929922750)
Revised: 8/2012
PruGen, Inc.
EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY
https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16
2/2


10/30/23, 4:39 PM
Emulsion SB External Emulsion
Emulsion SB External Emulsion
DESCRIPTION
Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.
INDICATIONS & USAGE
Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
CONTRAINDICATIONS
Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.
WARNINGS
• Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
• Do not apply within 4 hours prior to radiation therapy
• Keep this and similar products out of the reach of children
• Follow directions for use
• If condition does not improve within 10 to 14 days, consult physician
PRECAUTIONS AND OBSERVATIONS
For the treatment of any dermal wound, consult a physician.
• Use Emulsion SB only as directed
• Emulsion SB is for external use only and should not be ingested or taken internally
• If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
• In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist
INSTRUCTIONS FOR USE
Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.
INGREDIENTS
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
HOW SUPPLIED
Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
425486-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I don't Doctor wrote PA + they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

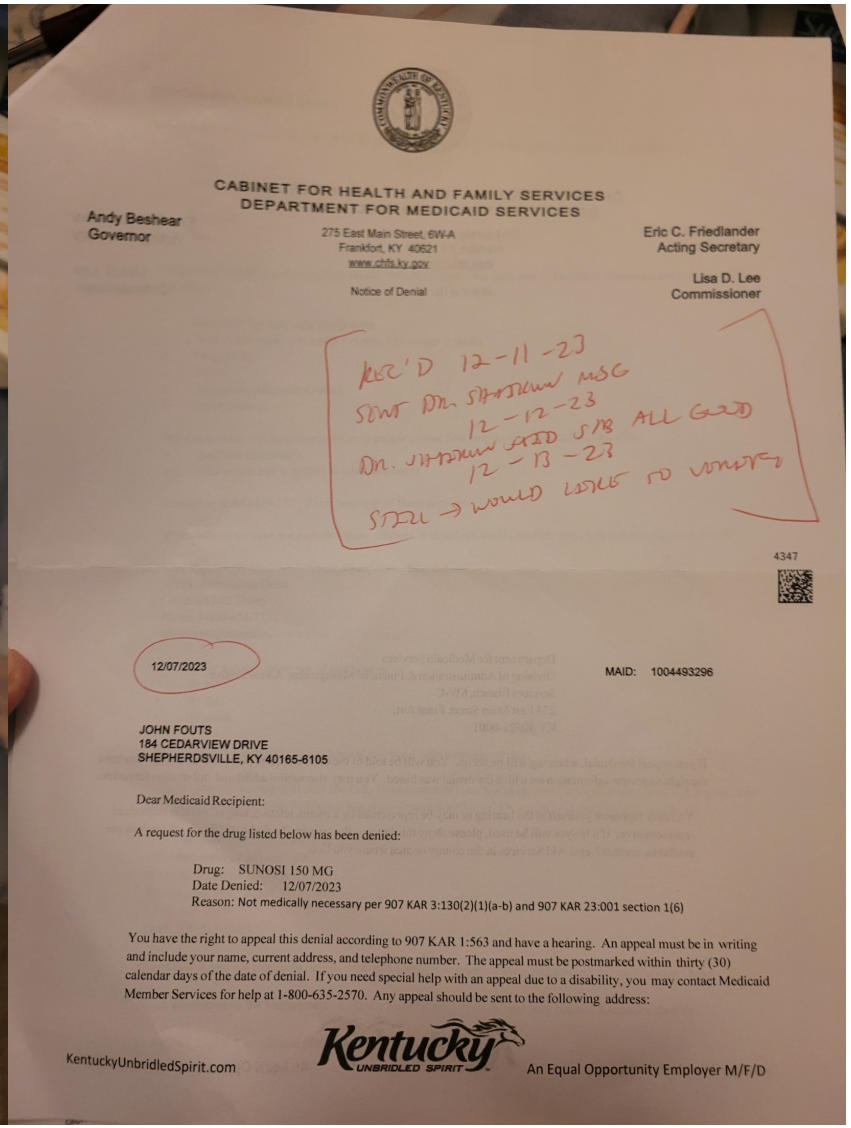
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STATEMENT MSG 12-12-23
DR. APPROVED 5/8 ALL GOOD 12-13-23
STILL → WOULD LOOKS TO WORK?

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

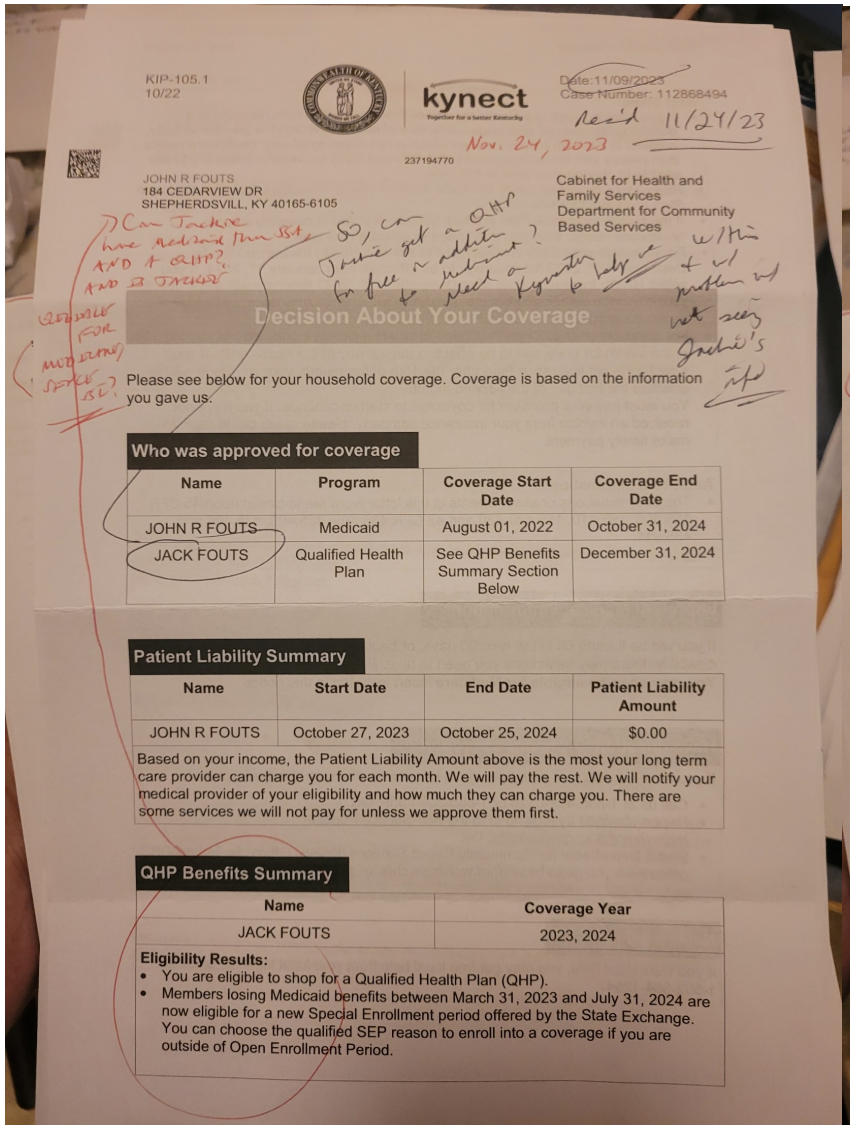
You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D

Opticeram would be better than emulsion SB, but they won't cover either one



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Can Jackie have Medicaid from SSI AND A QHP? AND A TAXCREDIT

So, can Jackie get a QHP for free in addition to Medicaid? Need a separate policy + will mistakenly not see Jackie's APTC

ELIGIBLE FOR MEDICAID/SSI?

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

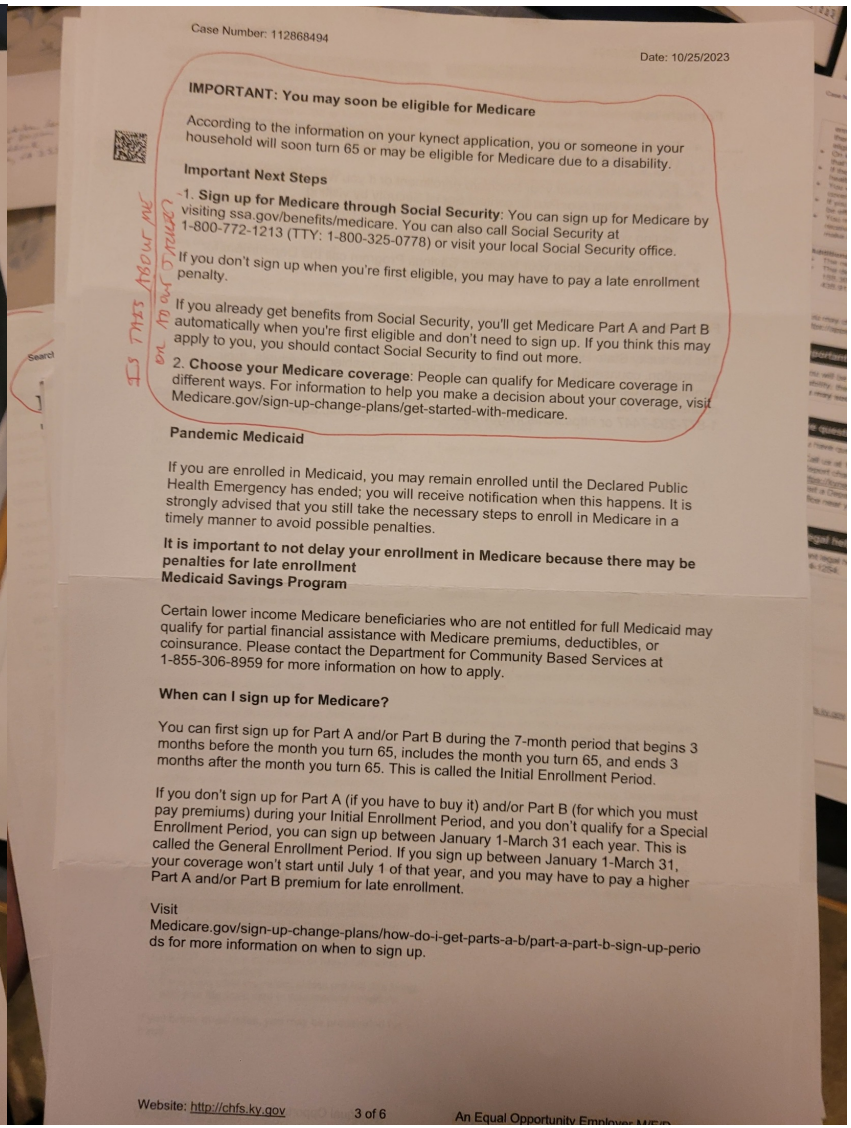
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

IS THIS ABOUT ME or MY DAUGHTER?

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

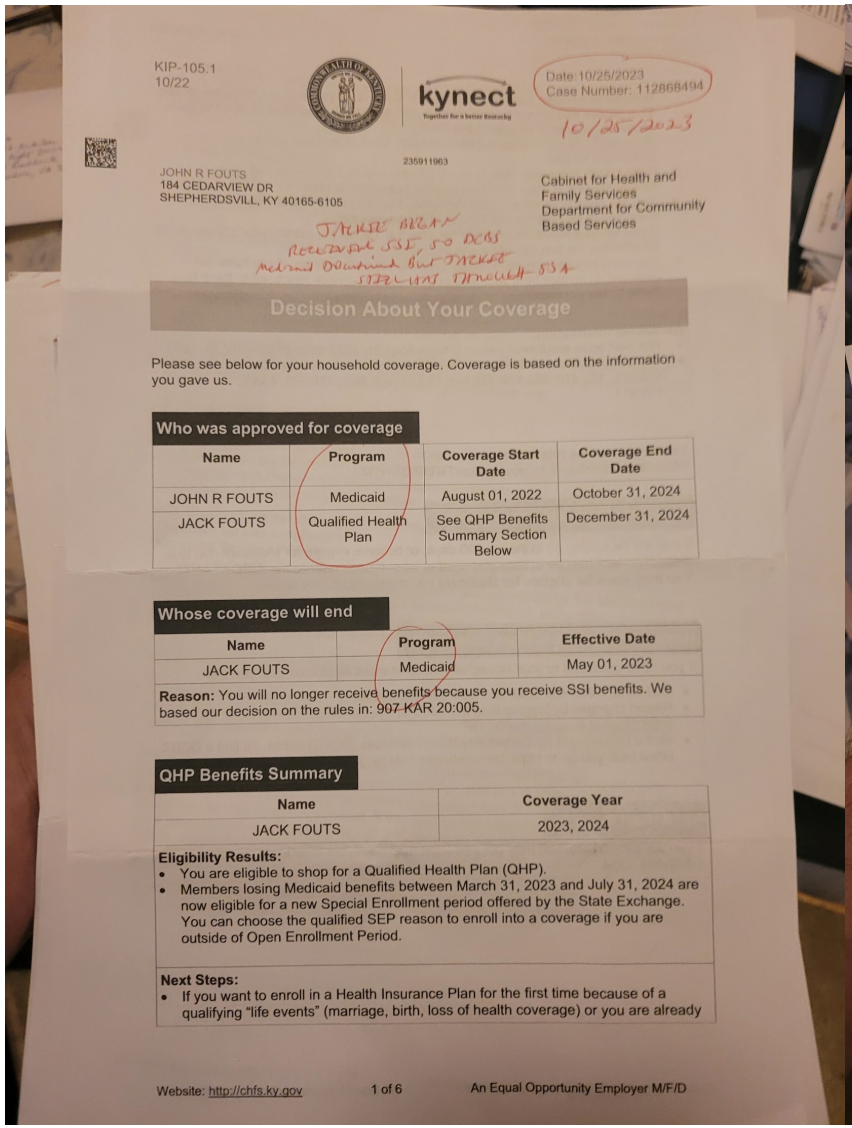
If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

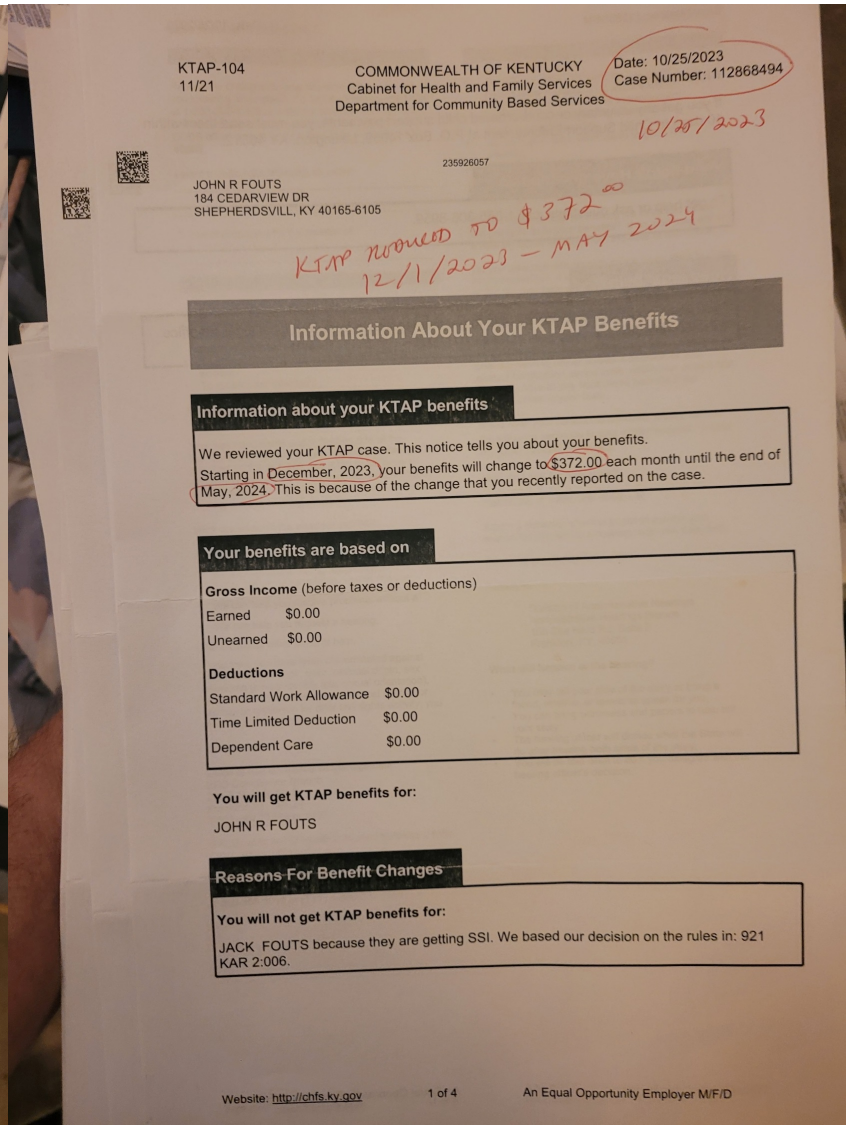
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

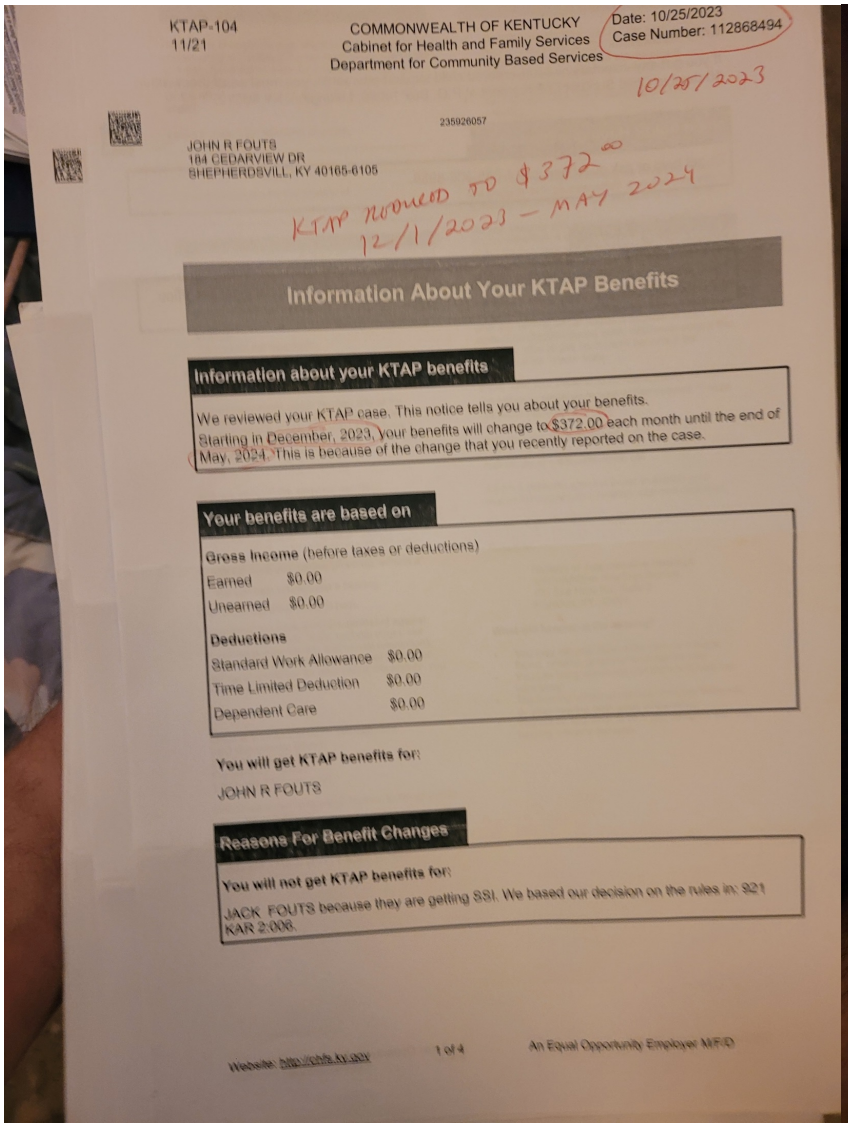
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

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JOHN R FOUTS

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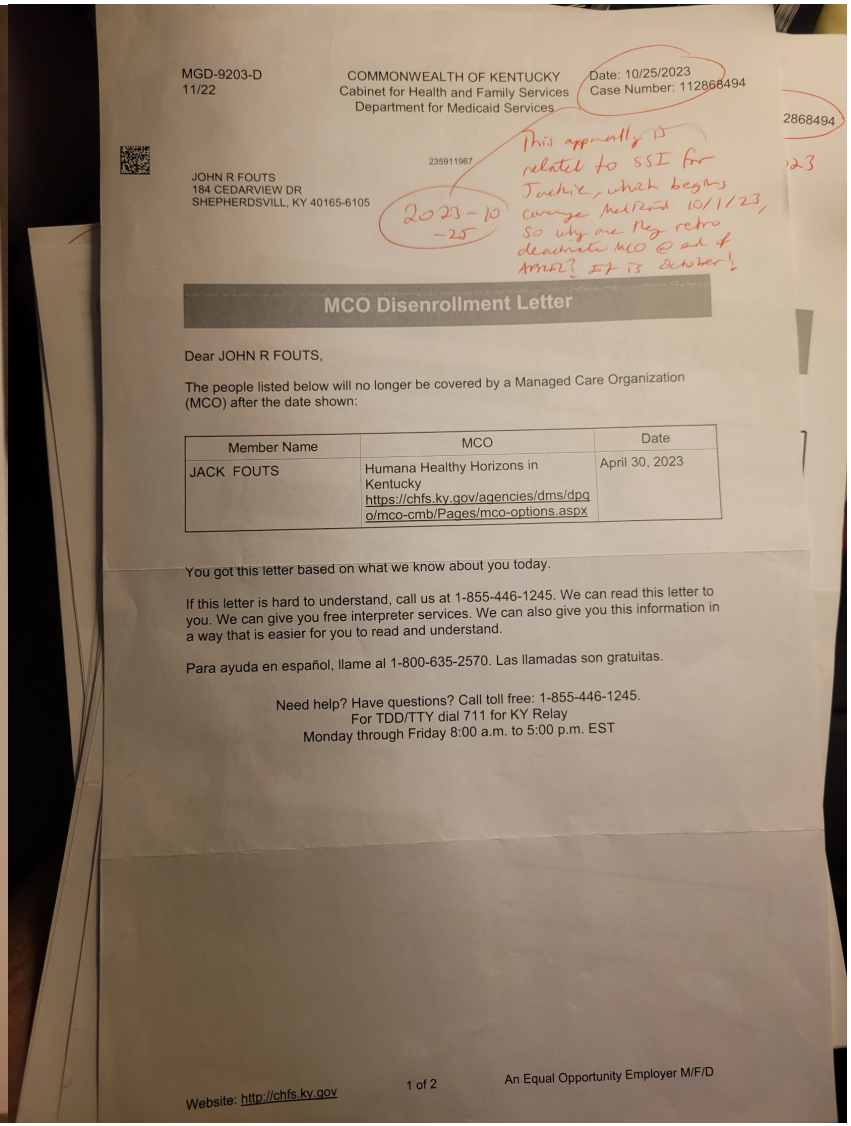
Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

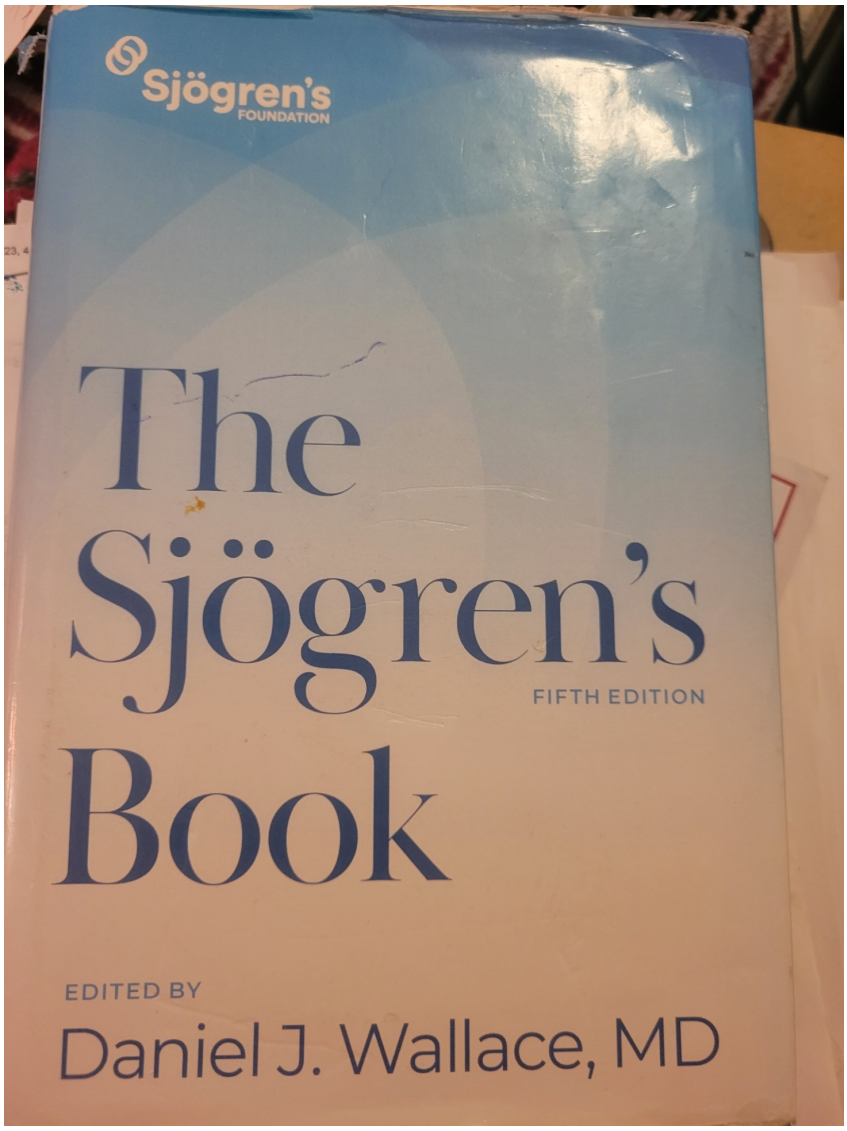
You got this letter based on what we know about you today.

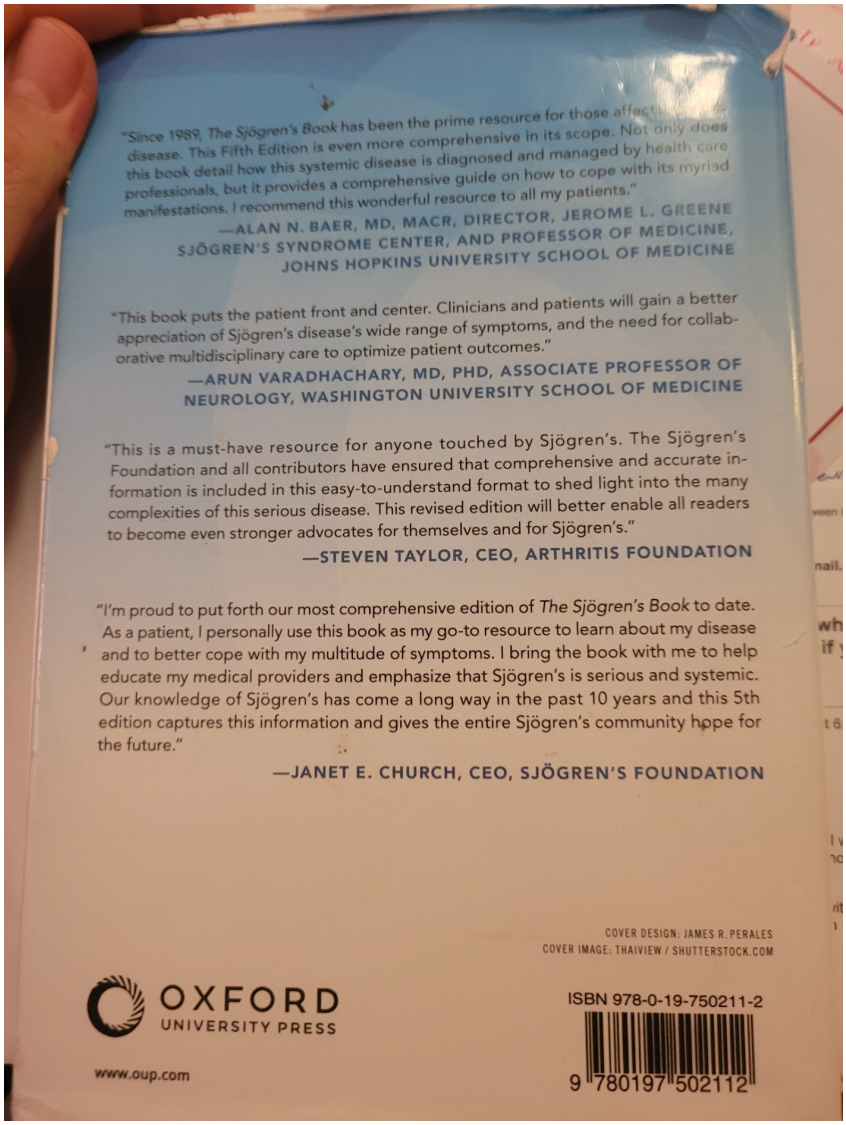
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

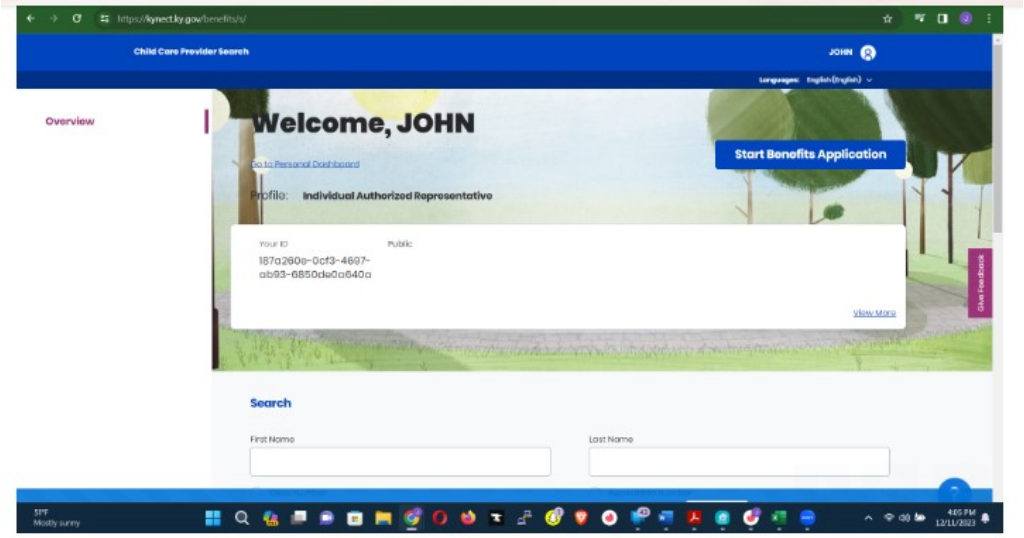
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

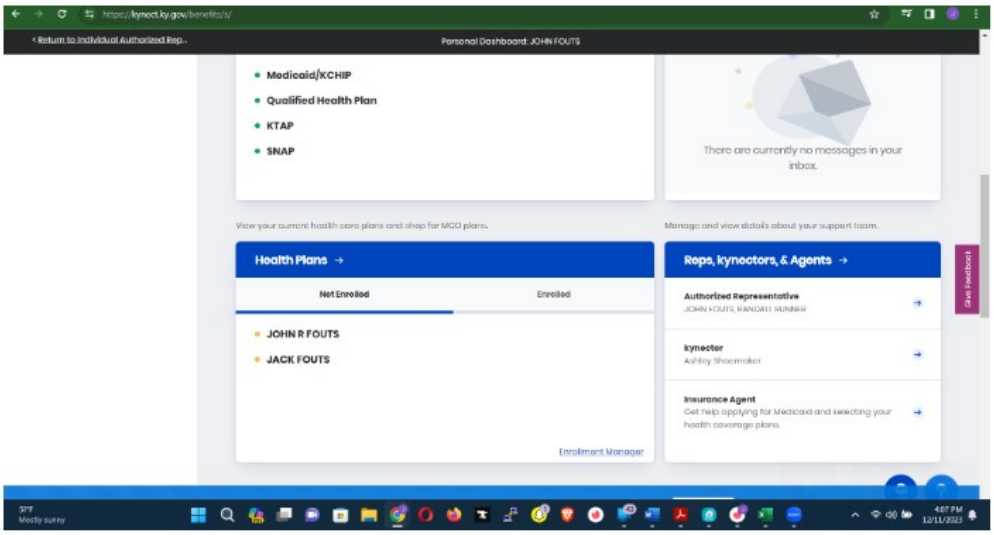
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

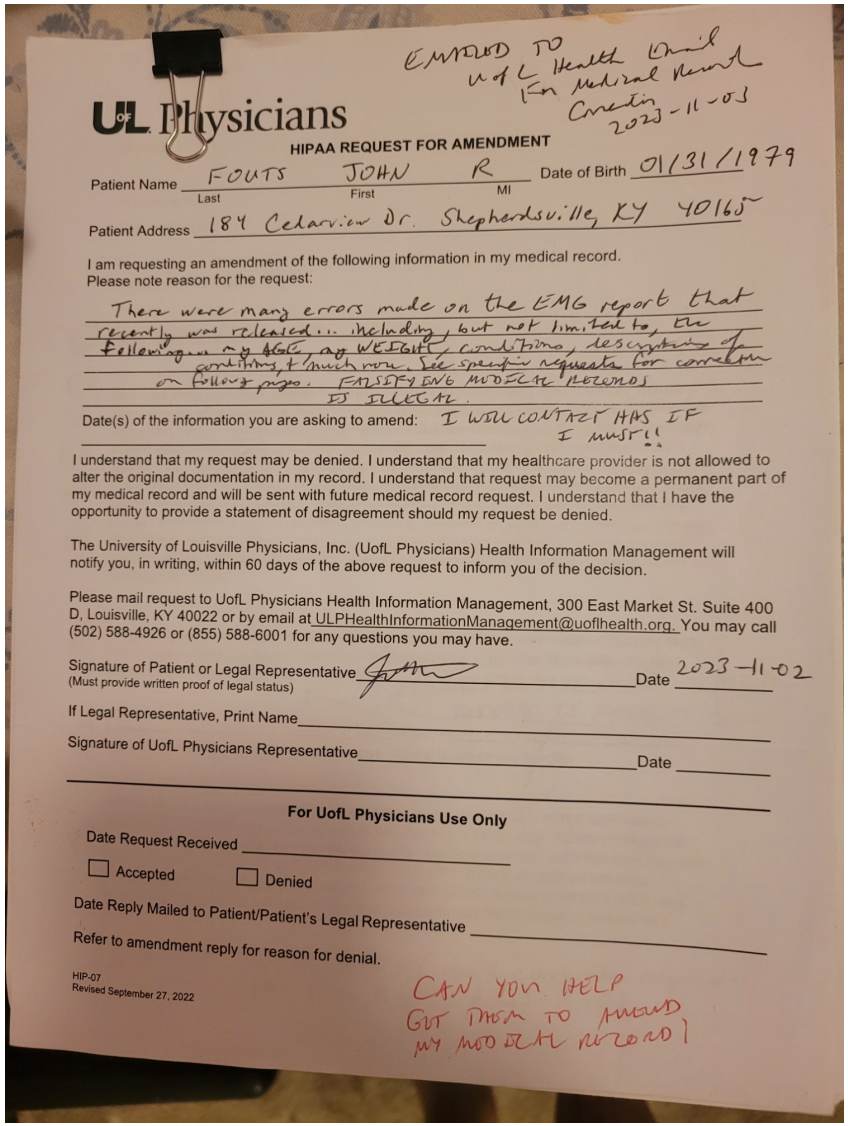
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIS IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

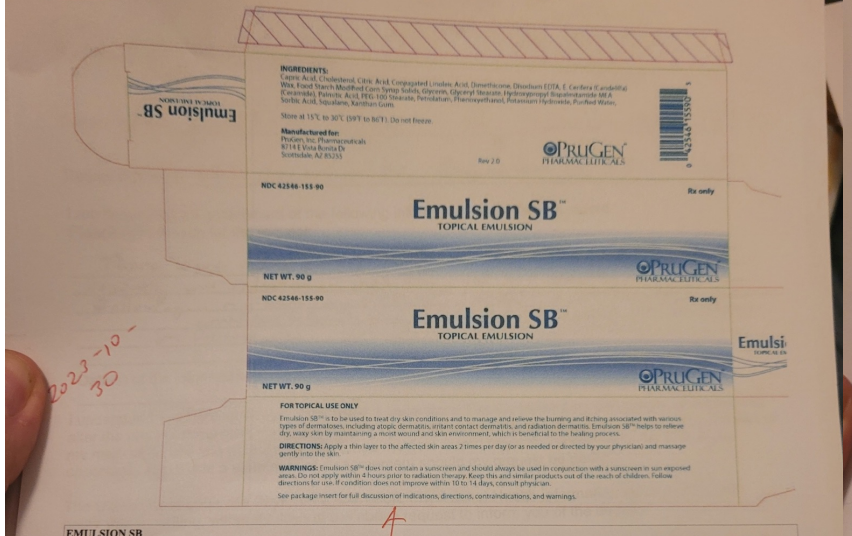
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

2023-10-30

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:

NDC 42546-155-90: 90 gram tube

NDC 42546-155-50: 50 gram tube

NDC 42546-155-52: Package contains two 50 gram tubes

Store at 15°C to 30°C (59°F to 86°F). Do not freeze.

Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.

Manufactured for:

PruGen, Inc. Pharmaceuticals

8714 E Vista Bonita Dr

Scottsdale, AZ 85255

Emulsion SB Carton Label

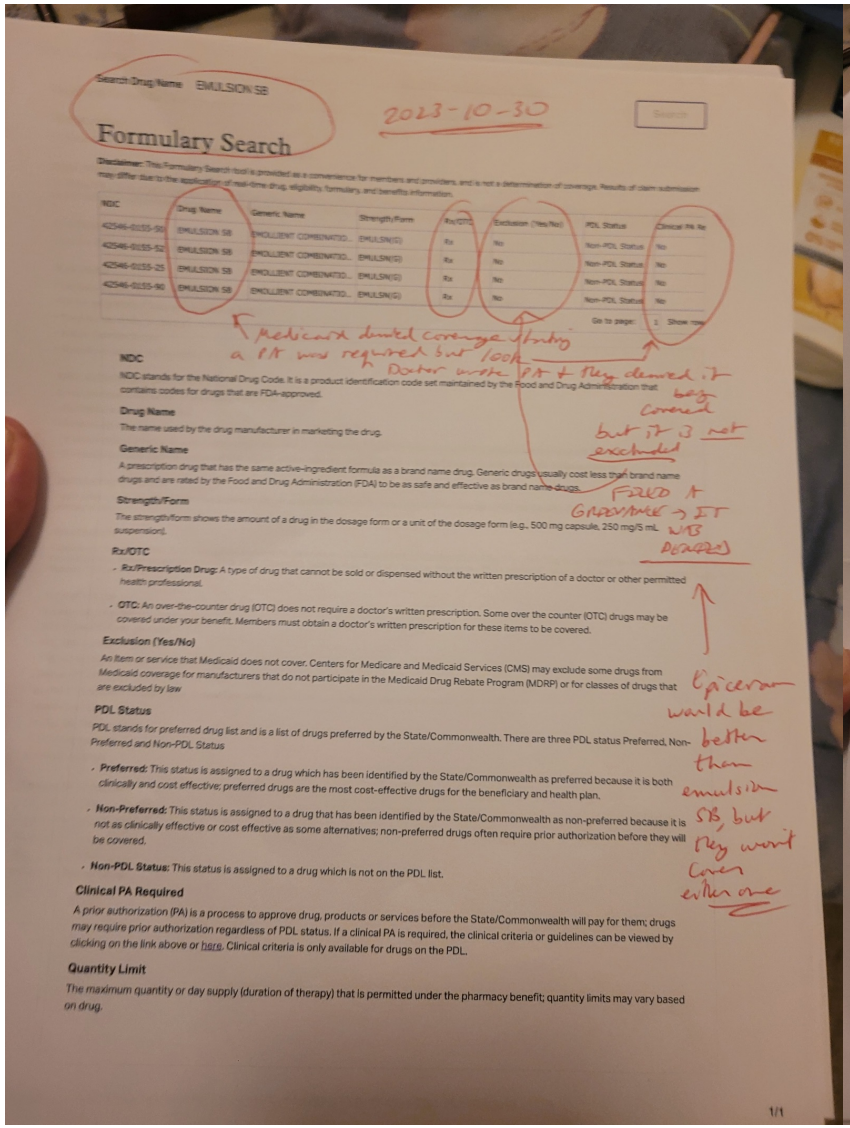
NDC 42546-155-90

Emulsion SB Topical Emulsion

Rx Only

90g

PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I don't Doctor wrote PA + they denied it

NDC
NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name
The name used by the drug manufacturer in marketing the drug.

Generic Name
A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form
The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC
- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)
An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status
PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required
A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

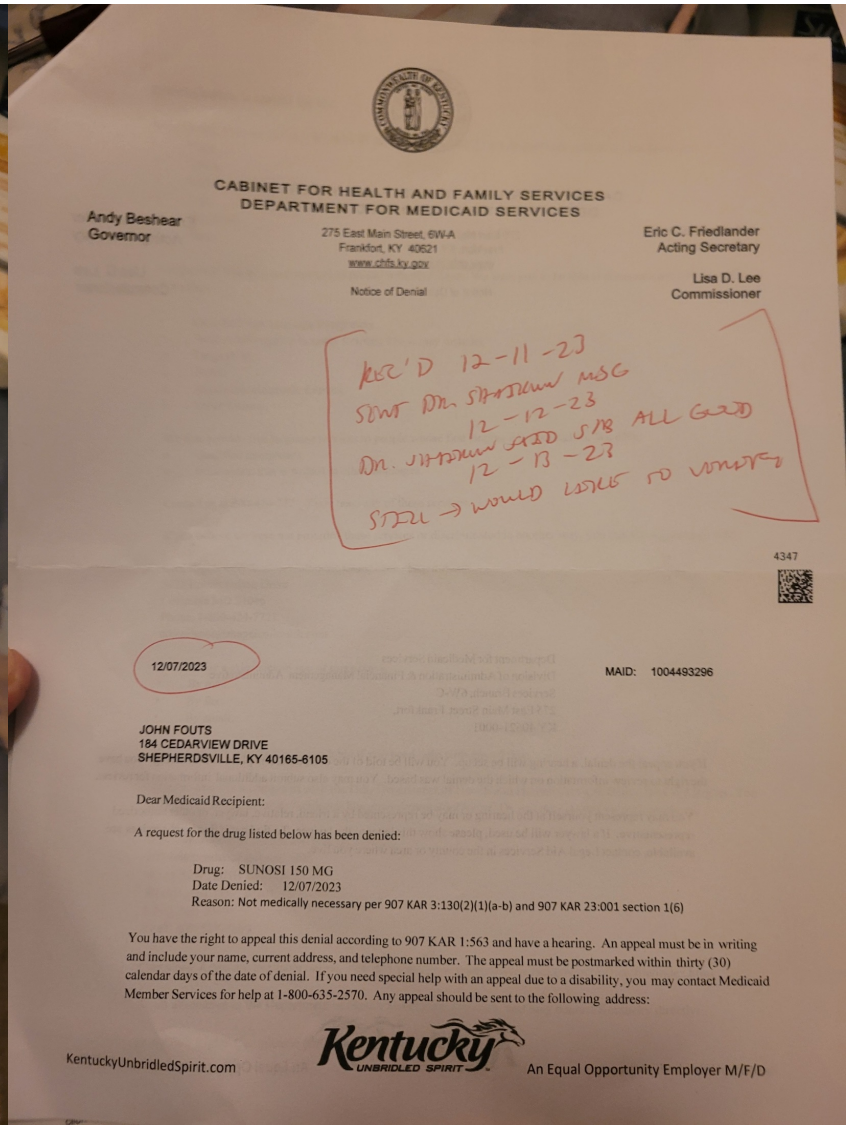
Quantity Limit
The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

but it is not excluded

FILED A GRIEVANCE → IT WAS DENIED

Officer would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND FILED S/B ALL GOOD 12-13-23
STILL → WOULD LOOKS TO VOMITY

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

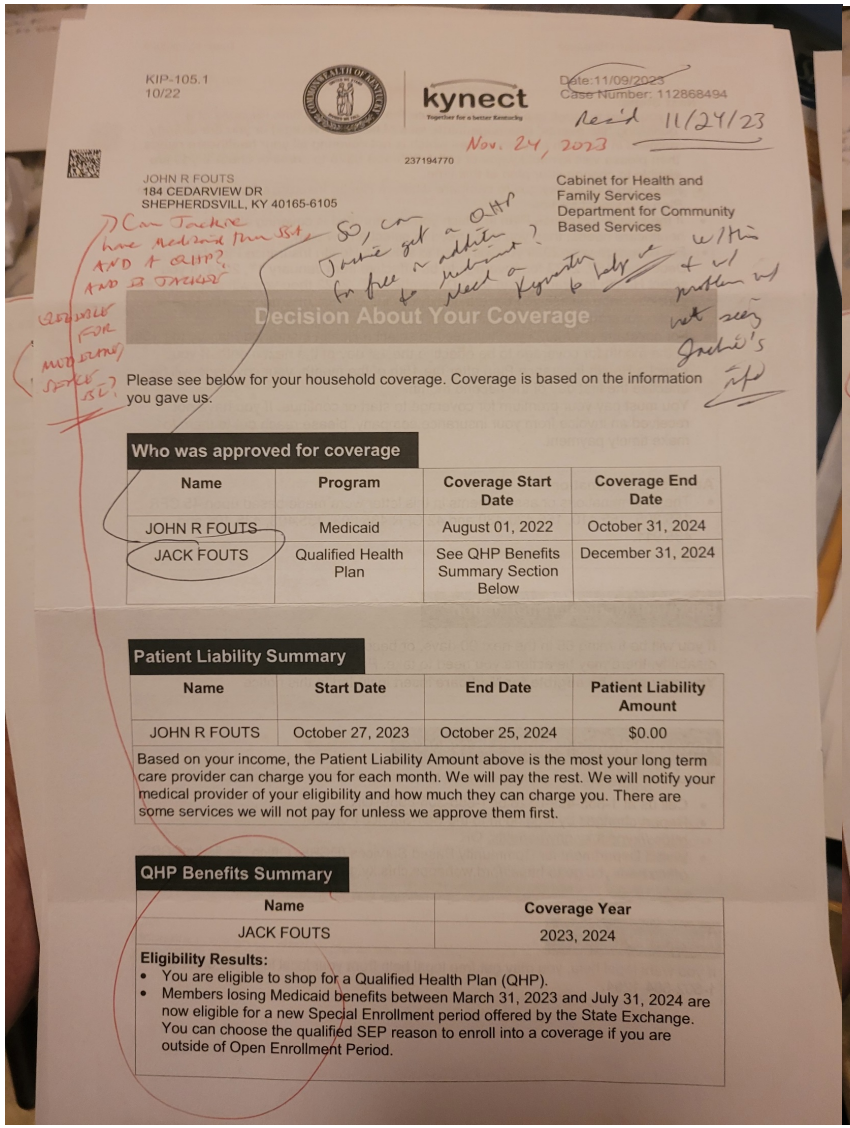
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

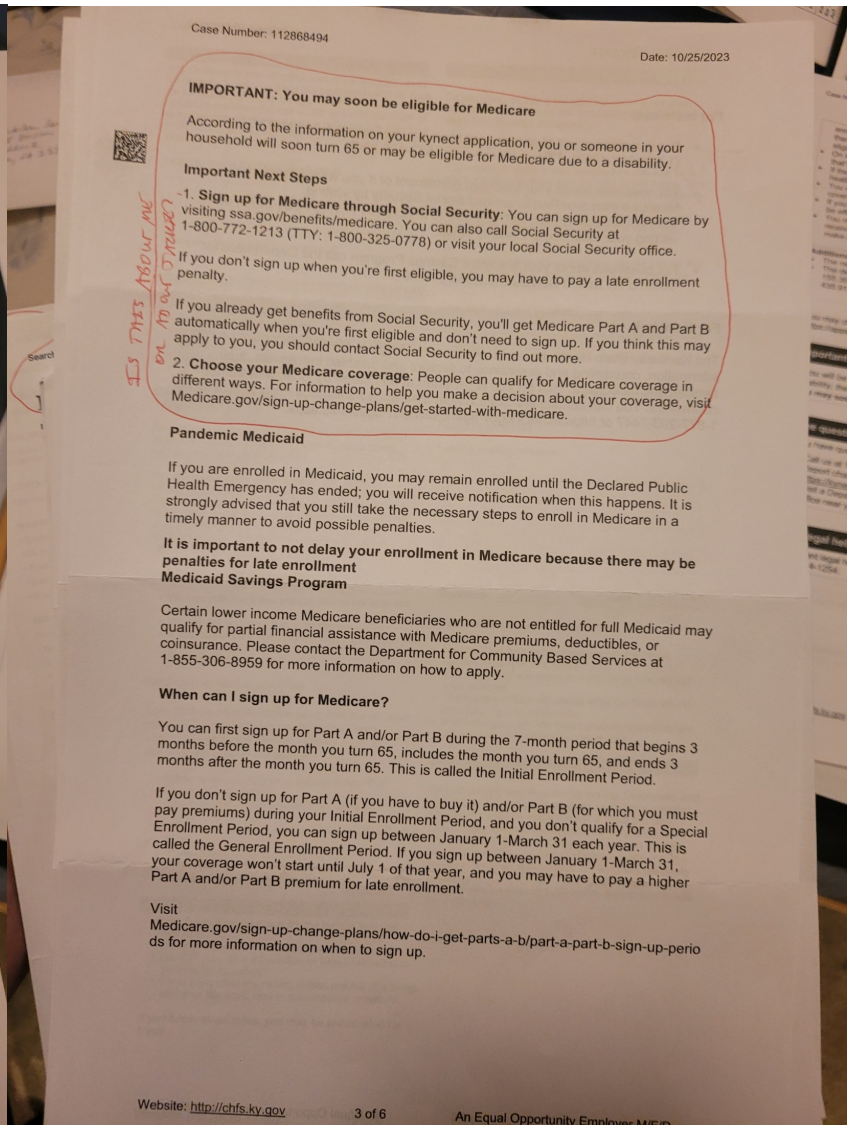
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

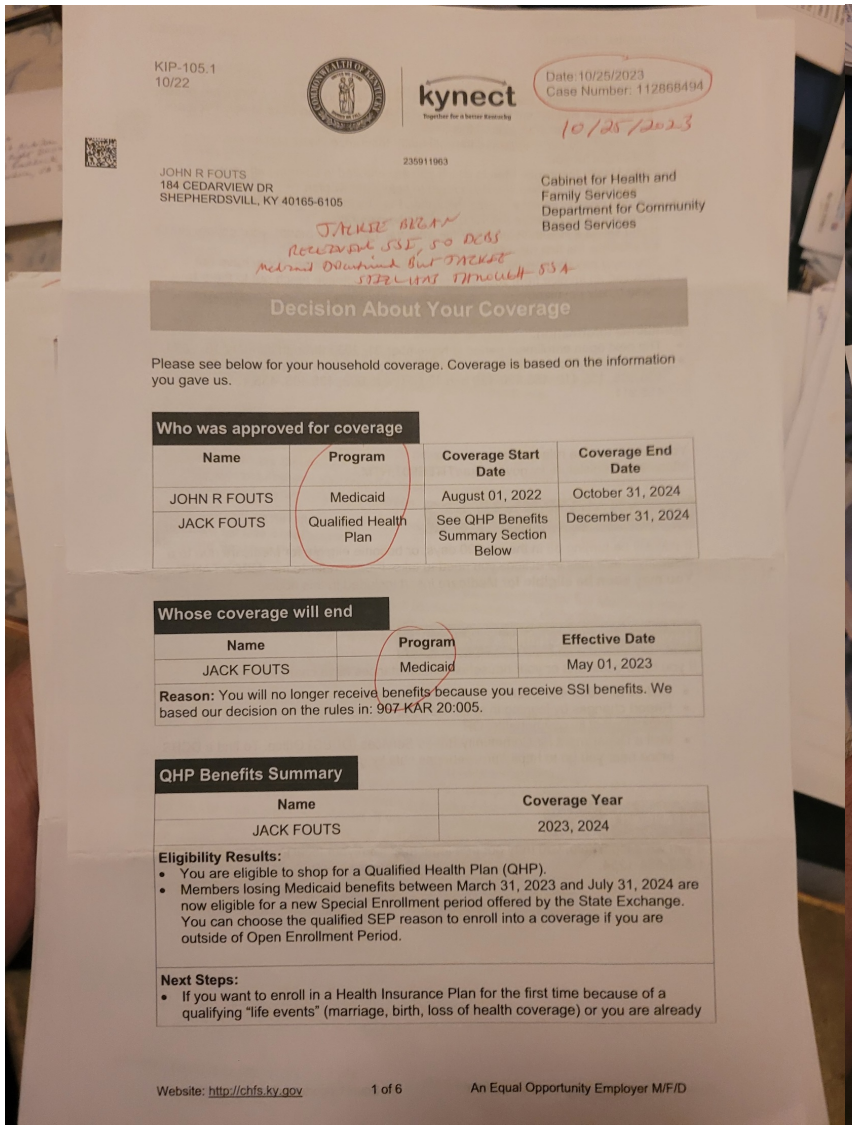
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI 5-0 DOES Medicaid Discontinued But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

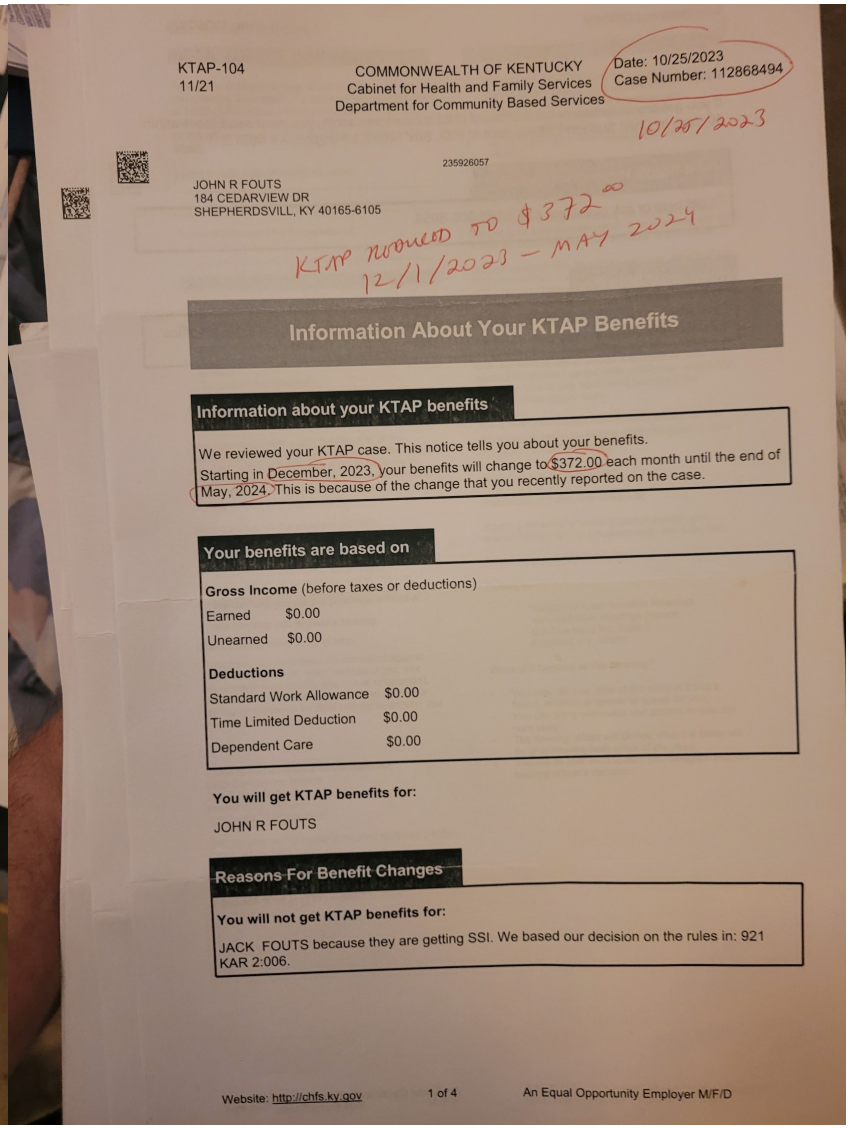
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

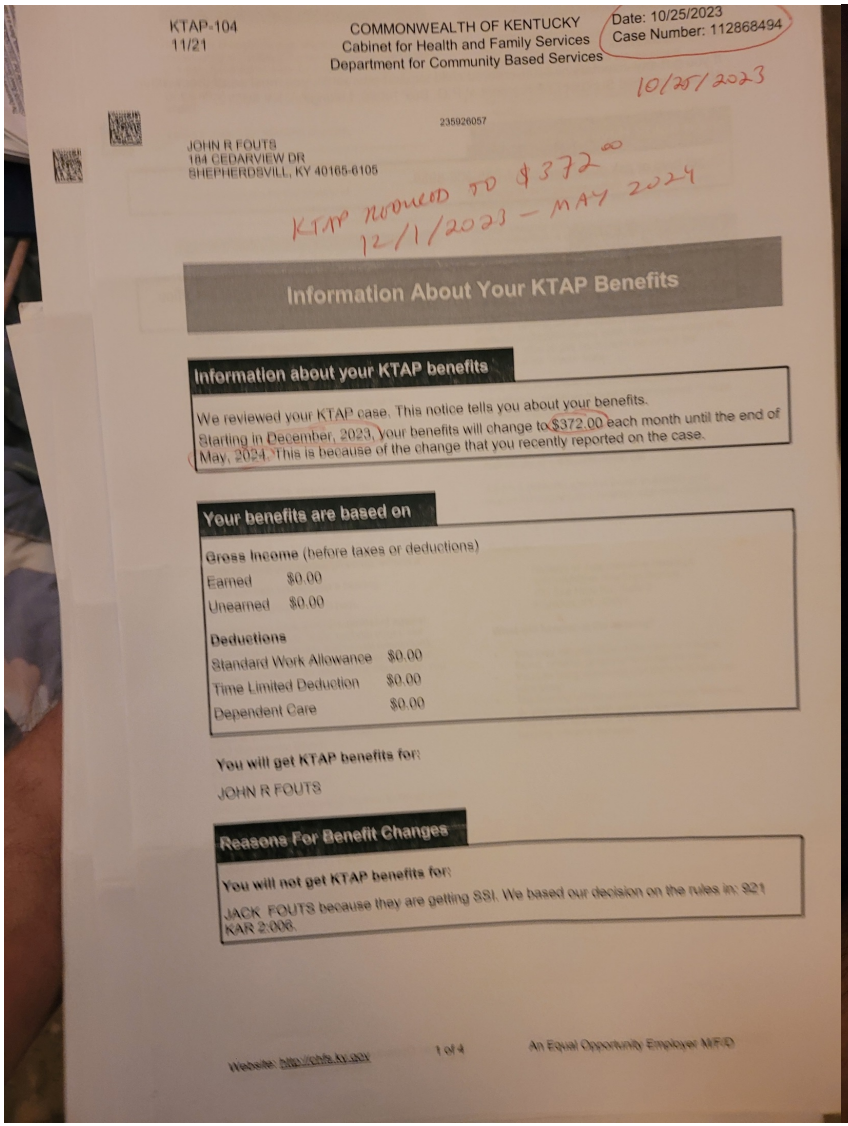
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

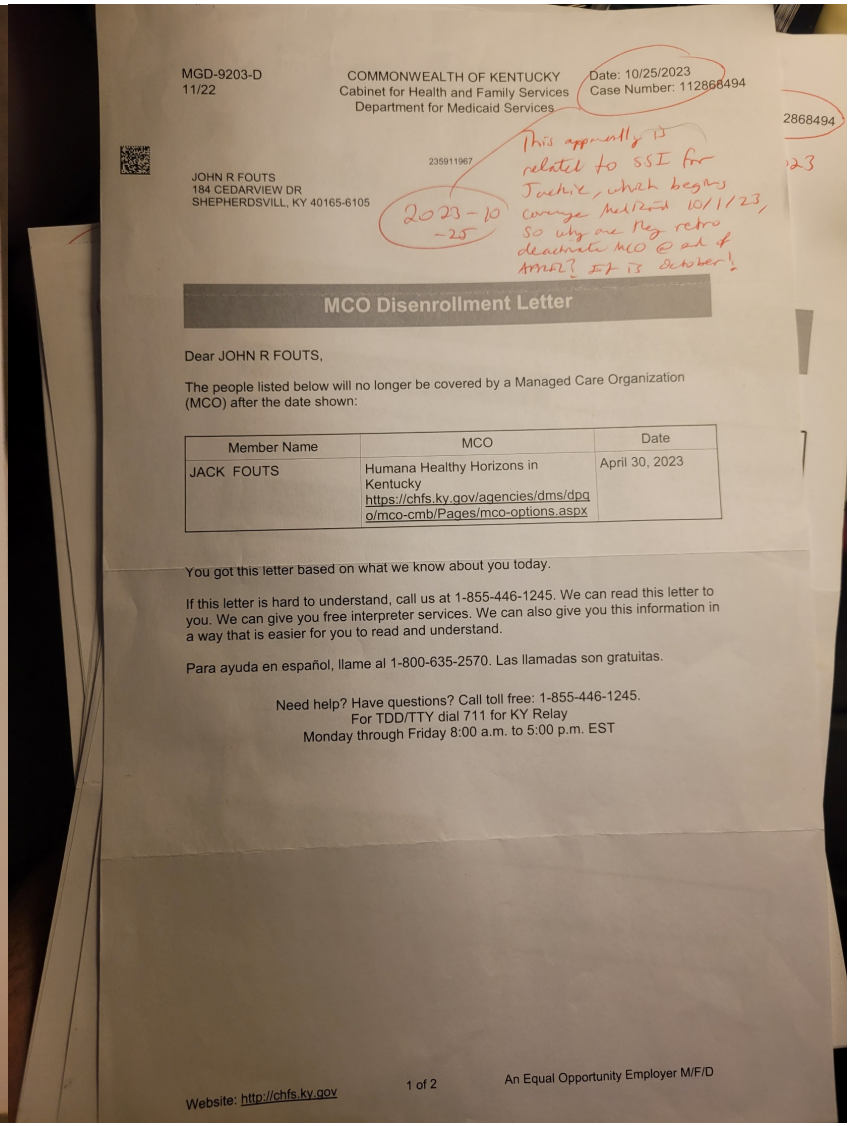
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

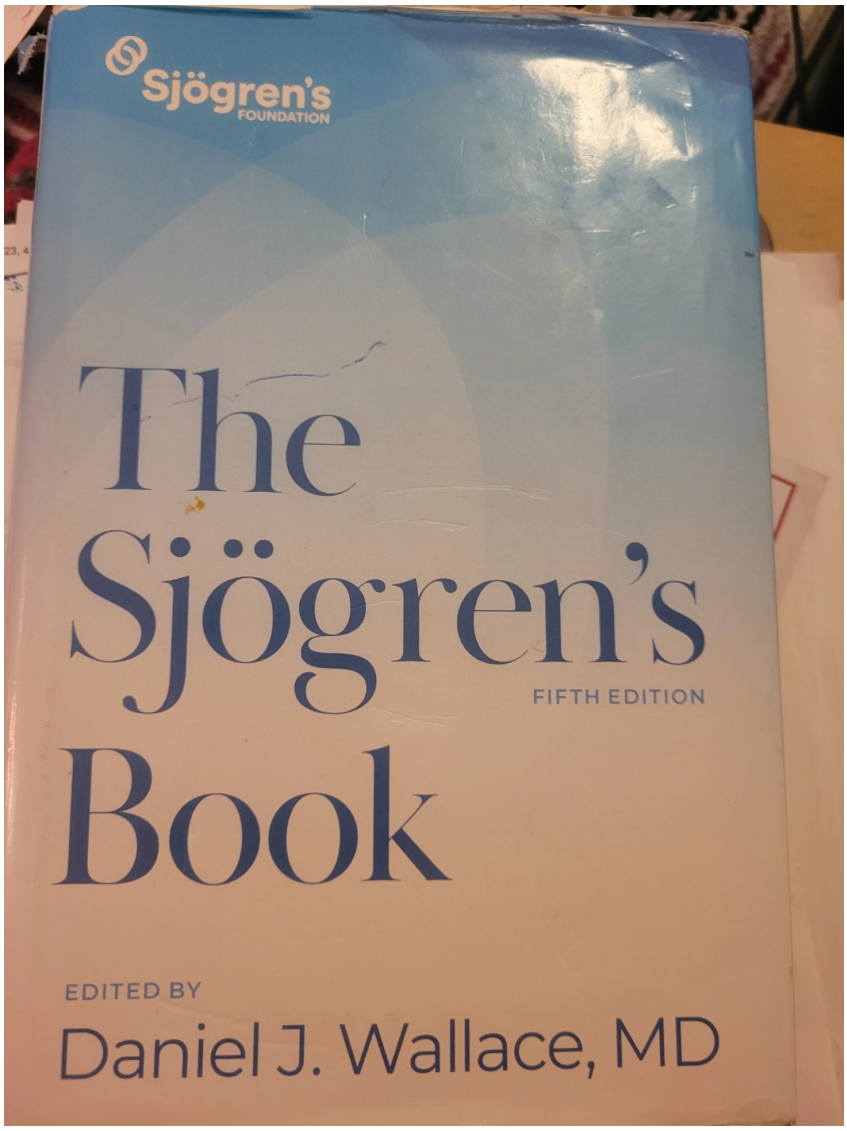
You got this letter based on what we know about you today.

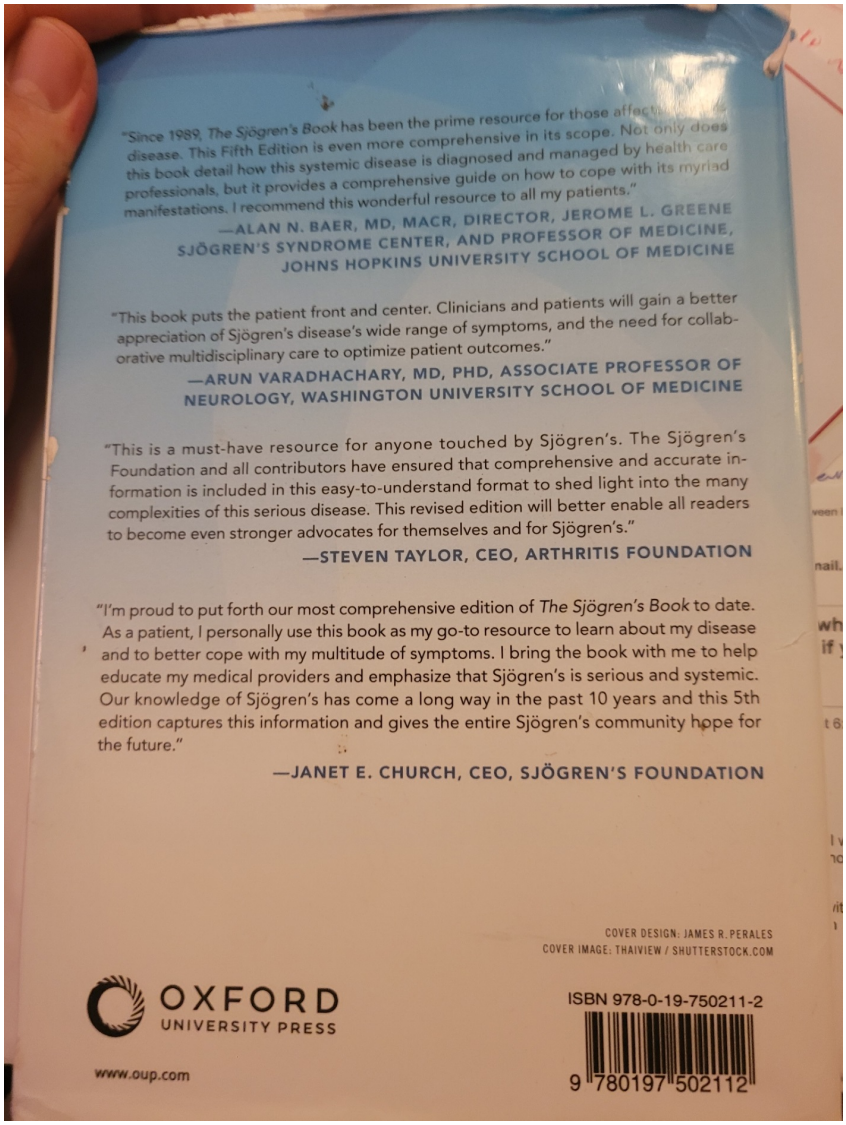
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Jessica Jones <jjones@theolehomeplaceadhc.com>
Sent: Friday, December 15, 2023 10:26 AM
To: John Fouts
Subject: Re: Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please Confirm

John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!

On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:

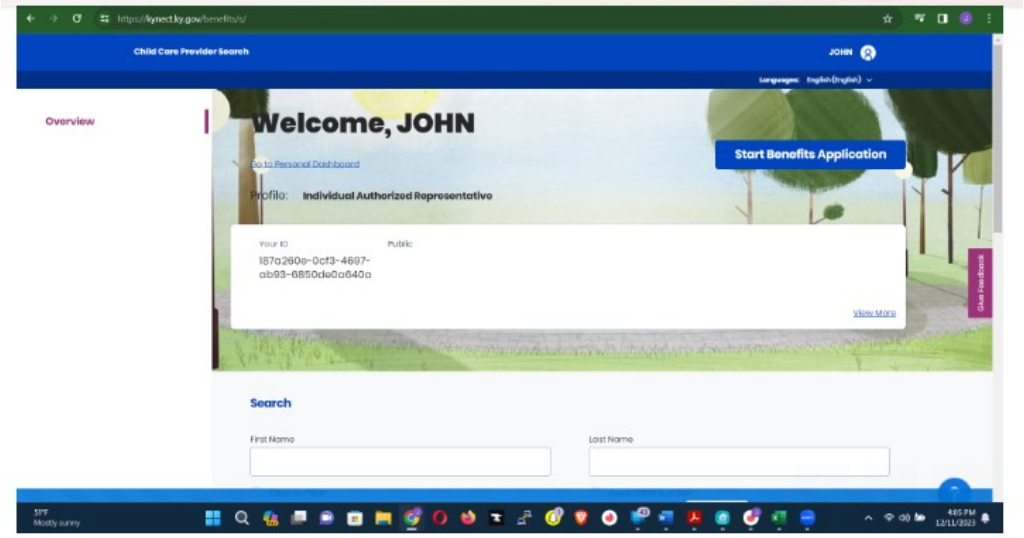
> Jessica,
>
> Hi again. So first off some basic questions and statements.
>
> ---
>
> You work for The Ole Home Place (so I remember!!)
> You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> We said we'd start with 20 hours per week and could adjust up or down at any time.
> You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)
>
> ---
>
> Some basic questions....
>
> ---
>
> Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...
>
> Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??
>
> Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.
>
> ---

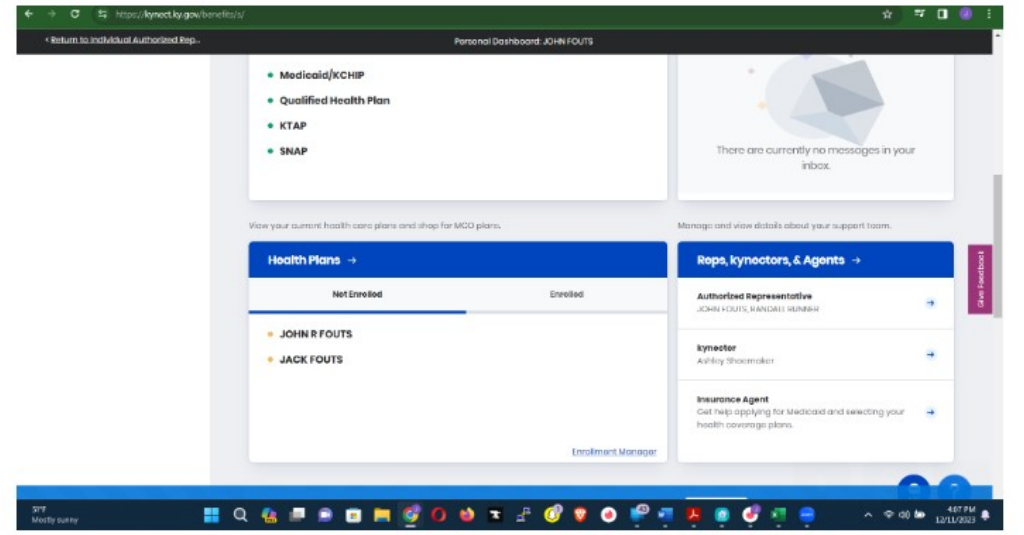
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

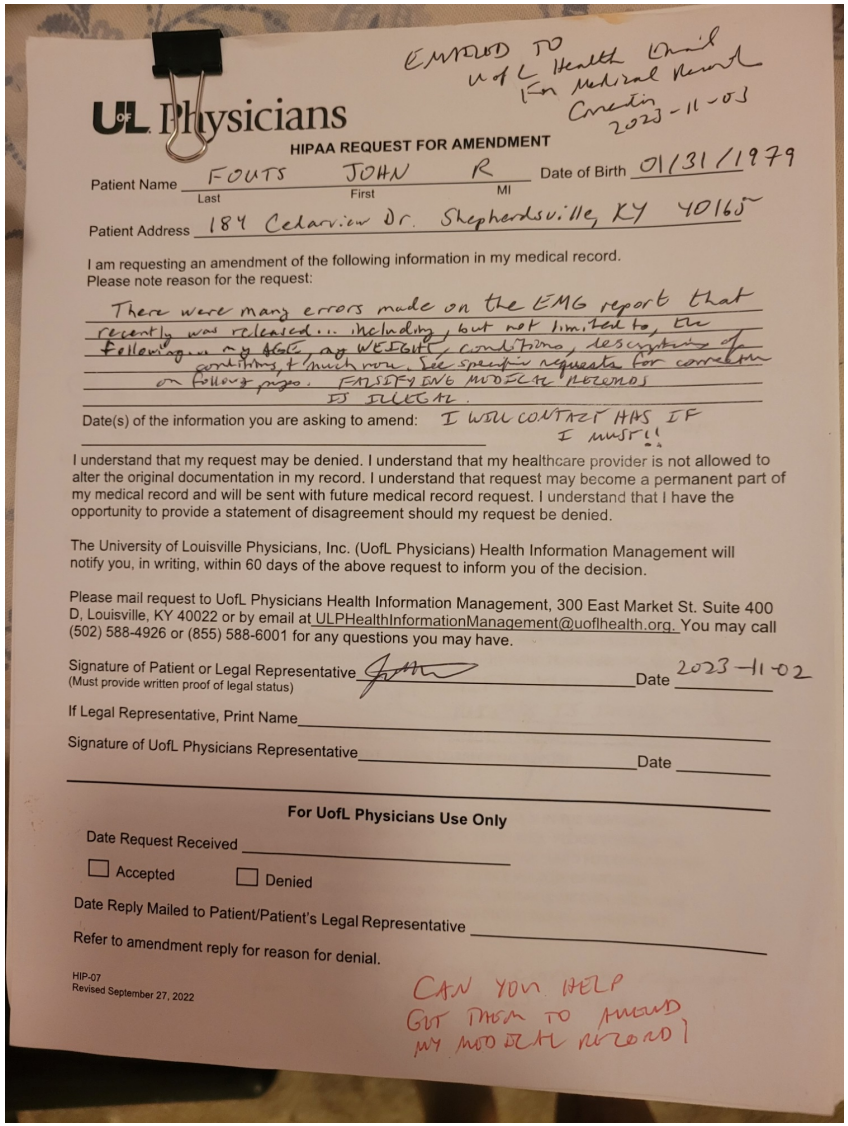
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO UofL Health Email For Medical Records Correction 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following... my AGE, my WEIGHT, conditions, descriptions of something, & much more. See specific requests for correction on follow pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIS IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

☐ Accepted ☐ Denied

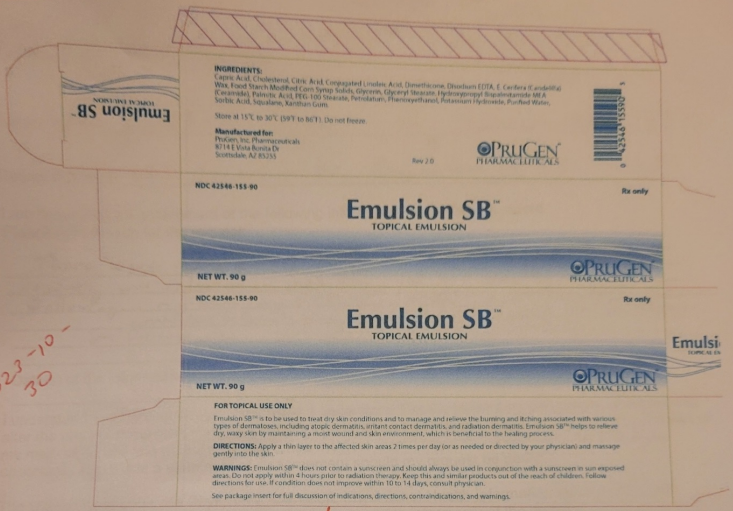
Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?

10/30/23, 4:39 PM Emulsion SB External Emulsion


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

2023-10-30

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16 2/2

10/30/23, 4:39 PM Emulsion SB External Emulsion

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

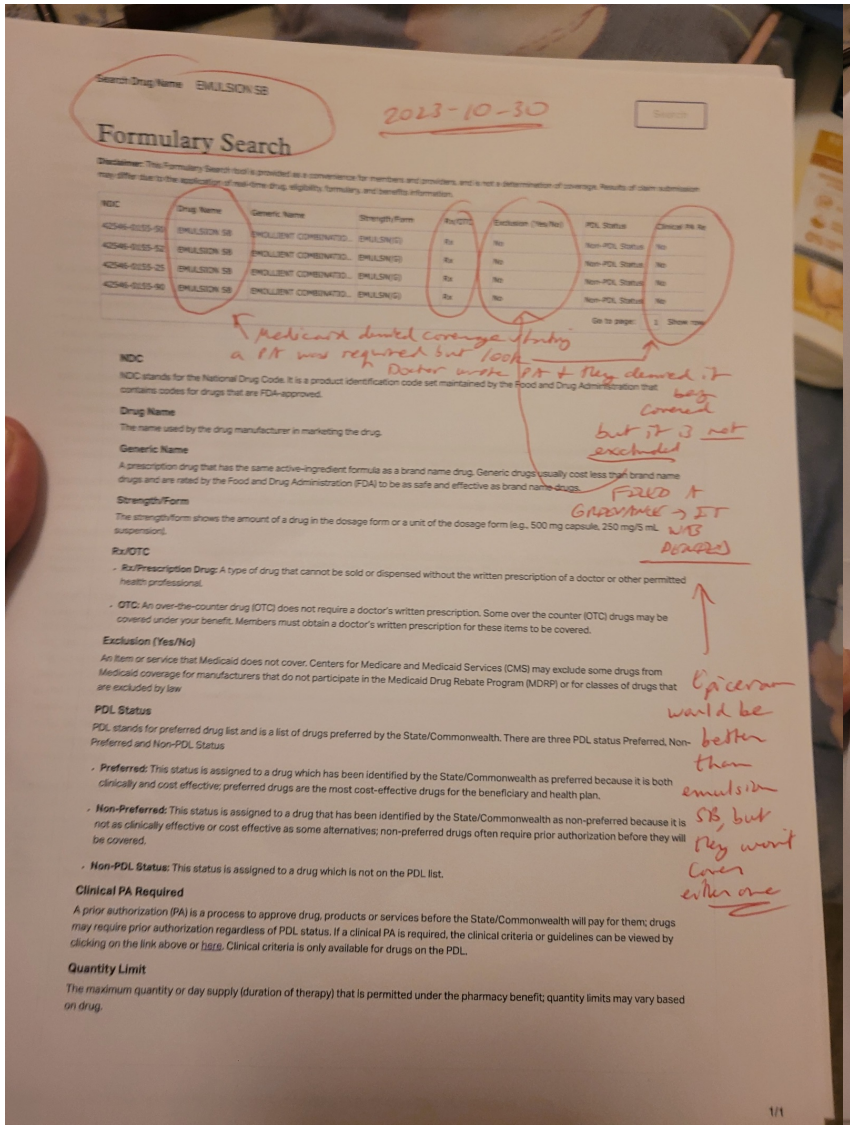
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255

***Emulsion SB* Carton Label**

NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
425486-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
425486-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicaid denied coverage stating a PA was required but I don't Doctor wrote PA & they denied it

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

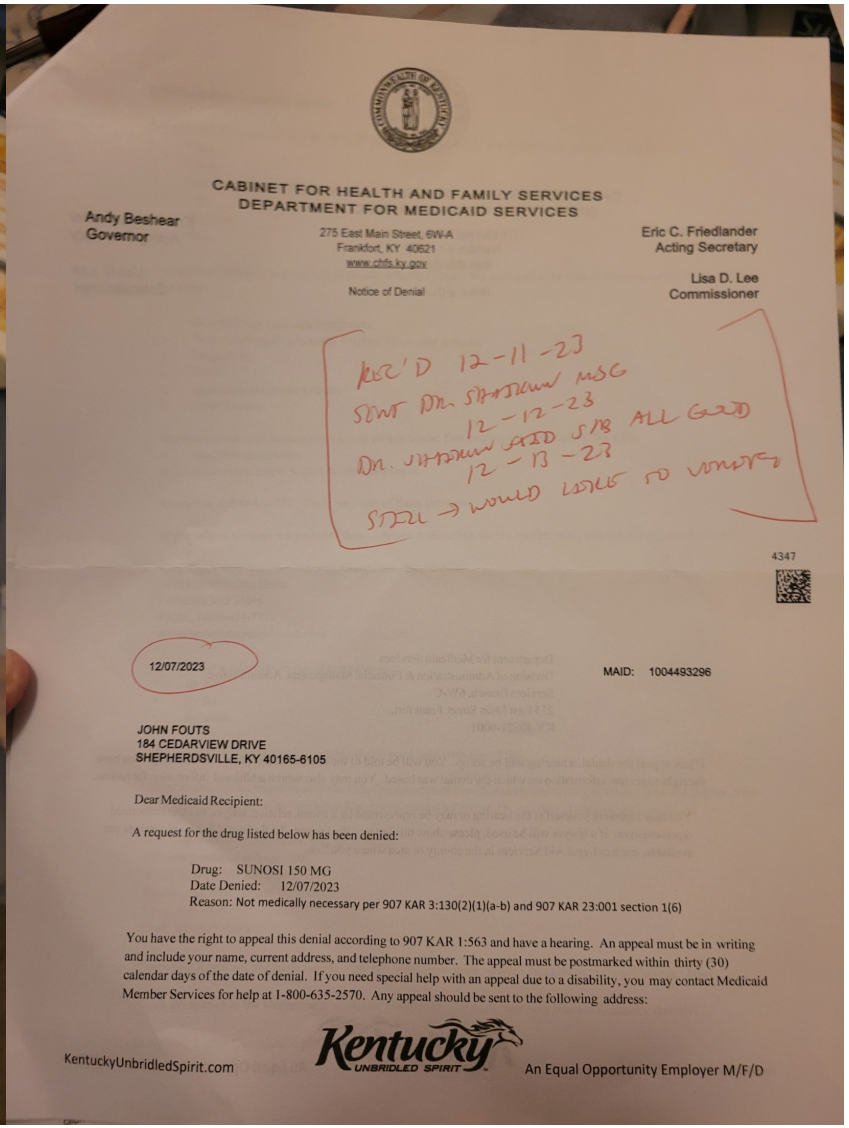
The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1

but it is not excluded

FILED A GRIEVANCE → IT WAS DENIED

Officer would be better than emulsion SB, but they won't cover either one



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOSE TO VOMITING

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

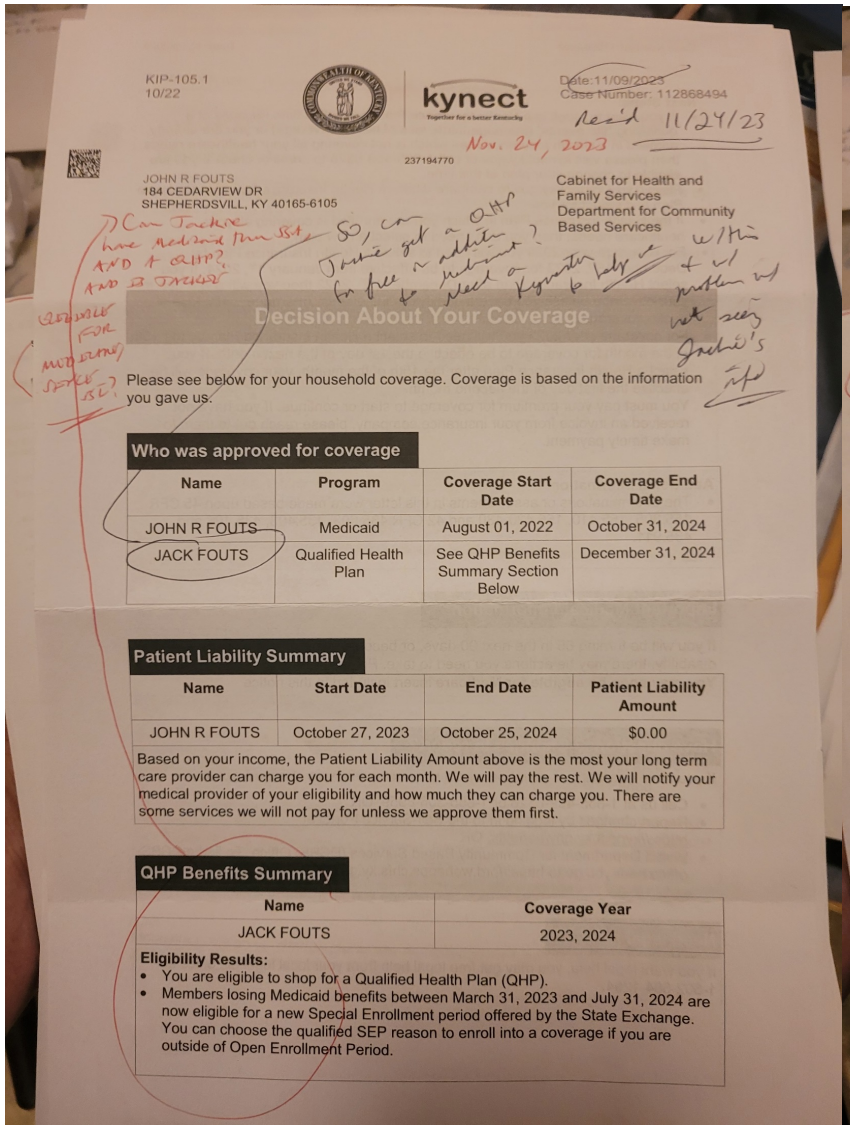
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Can Jackie have Medicaid from SSI AND A QHP? AND A TAXCREDIT

So, can Jackie get a QHP for free in addition to Medicaid? Need a separate policy + w/his mother not seeing Jackie's SSI

ELIGIBLE FOR MEDICAID/SSI

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

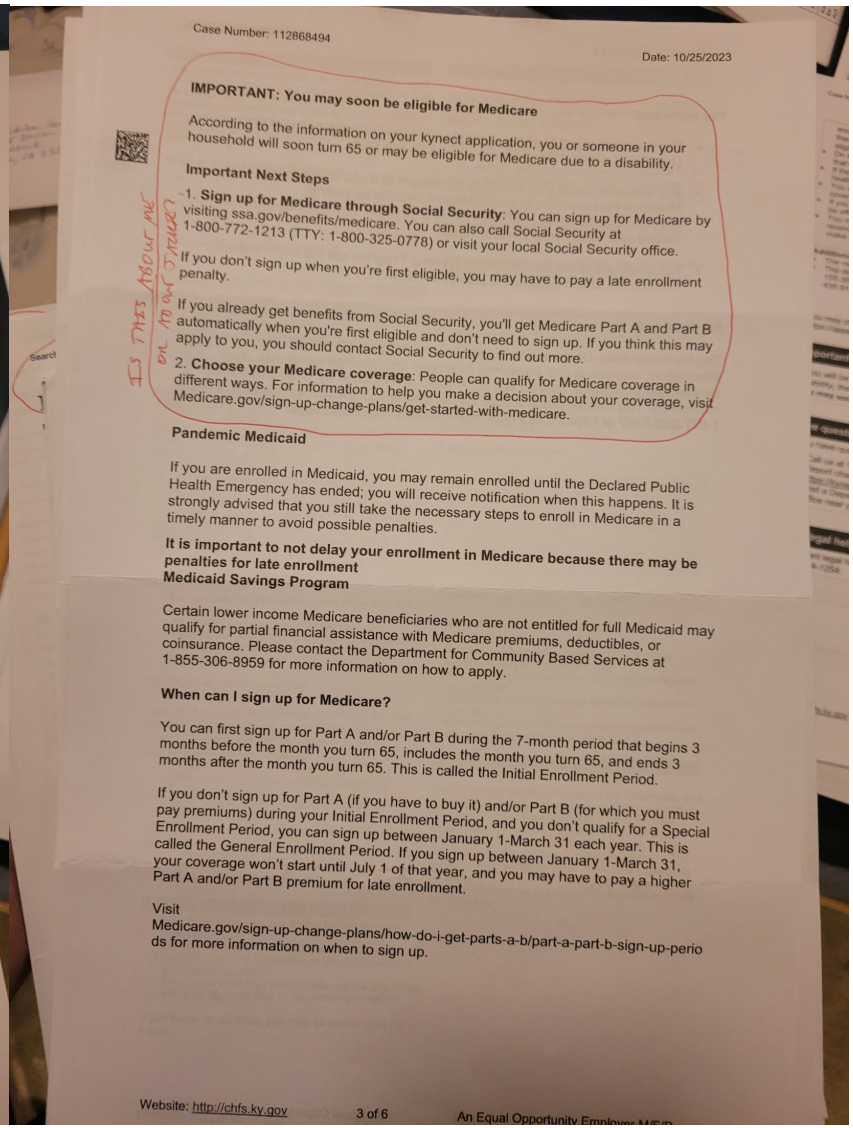
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

IS THIS ABOUT ME OR MY TAXCREDIT?

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

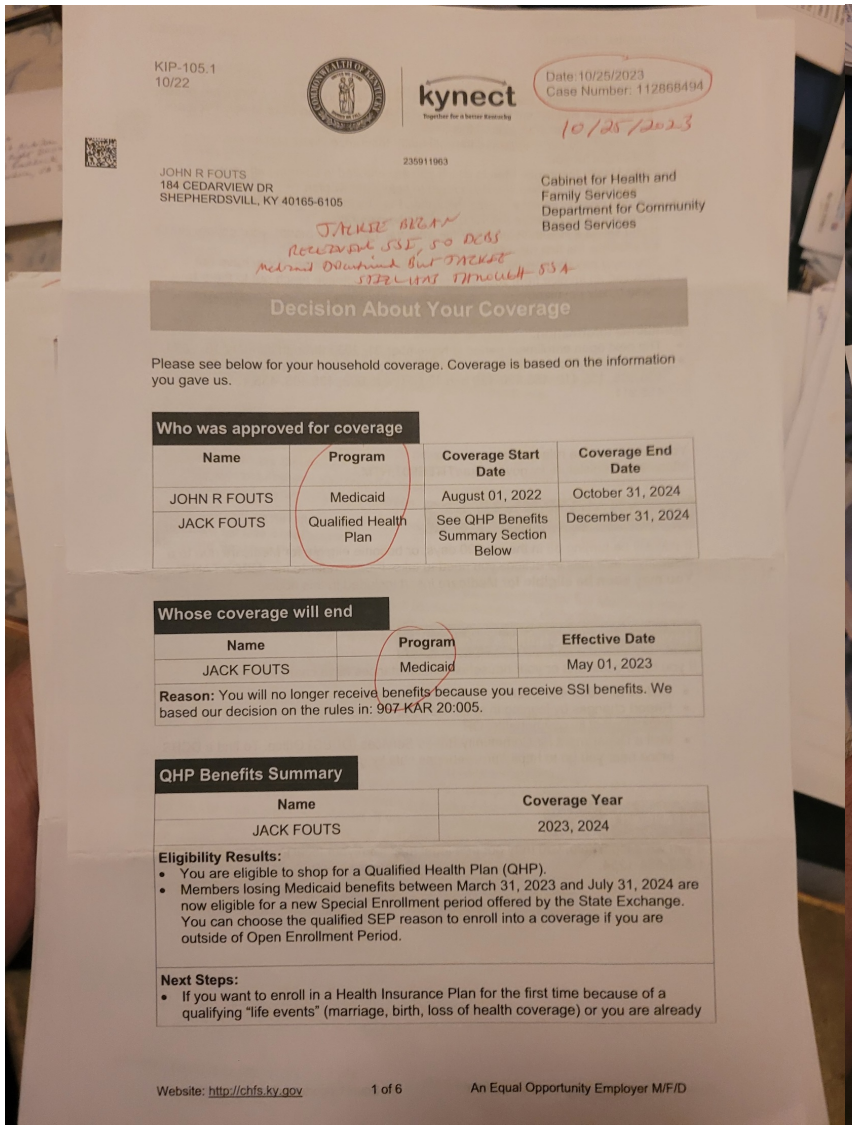
If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Medicaid SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

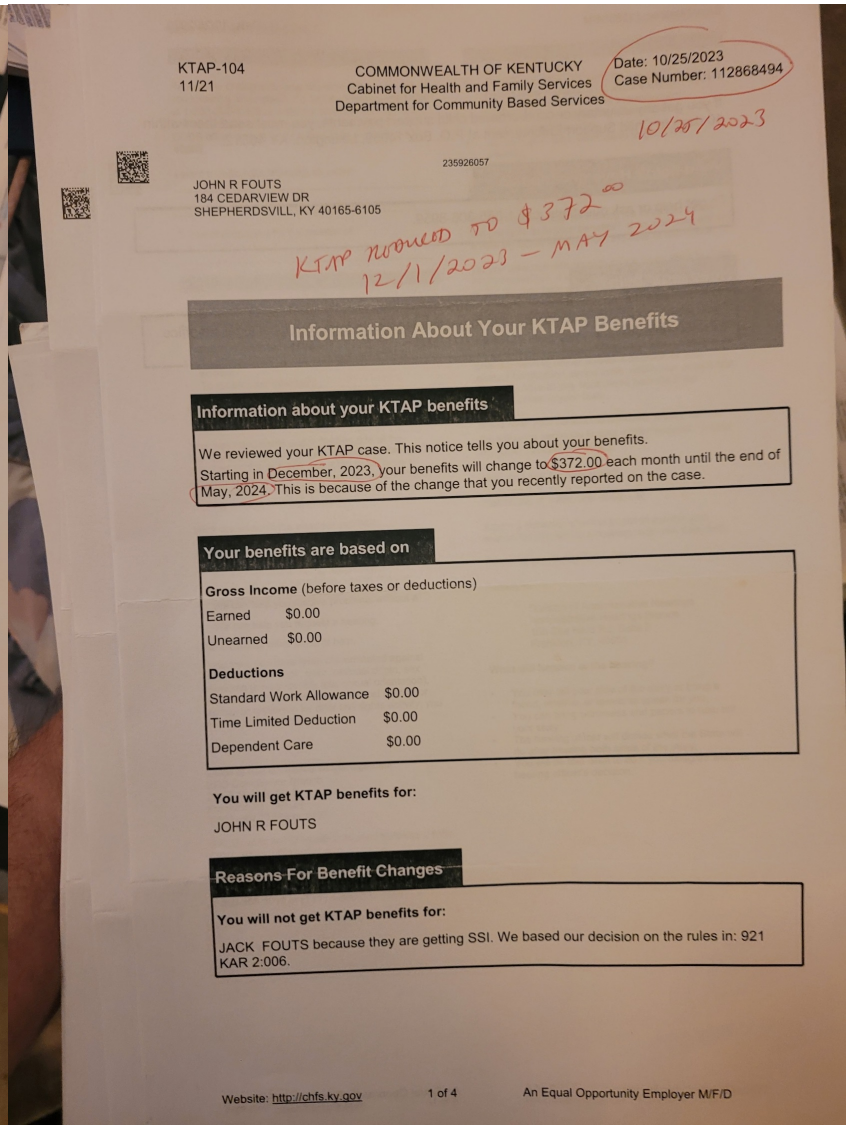
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

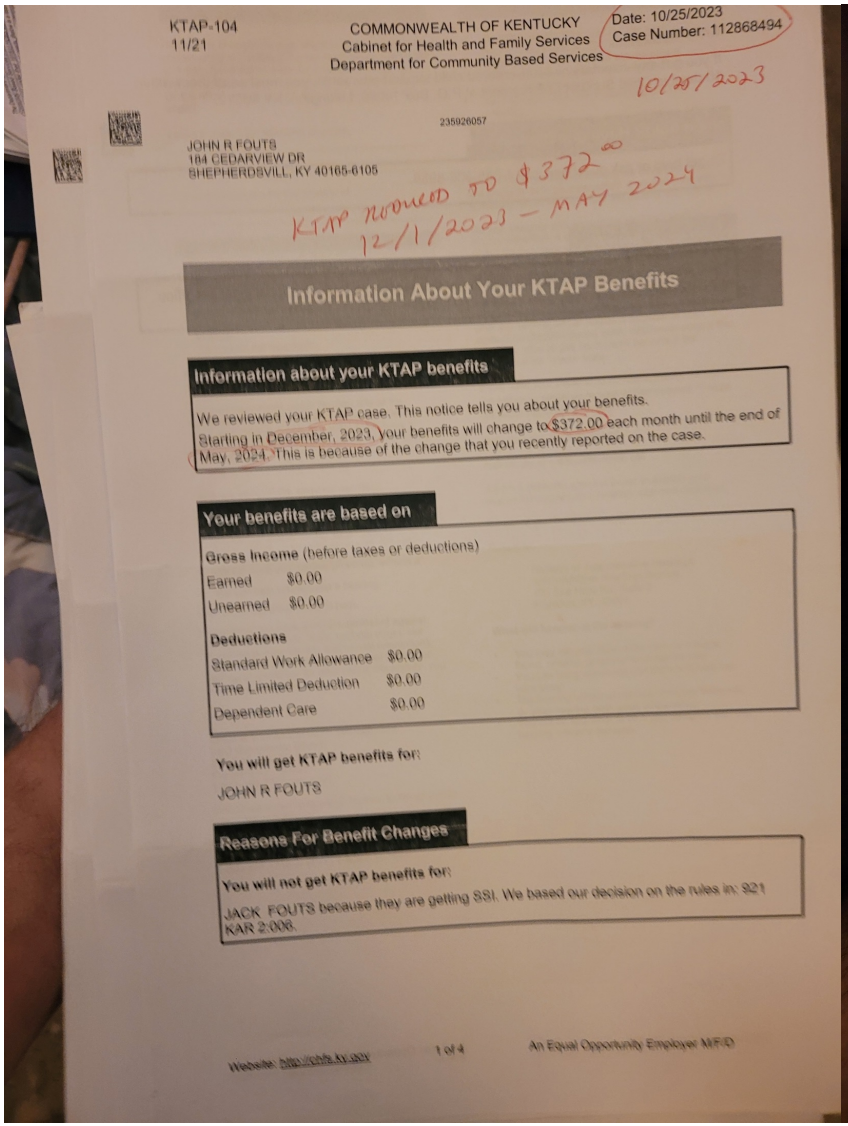
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

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Unearned	$0.00

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Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

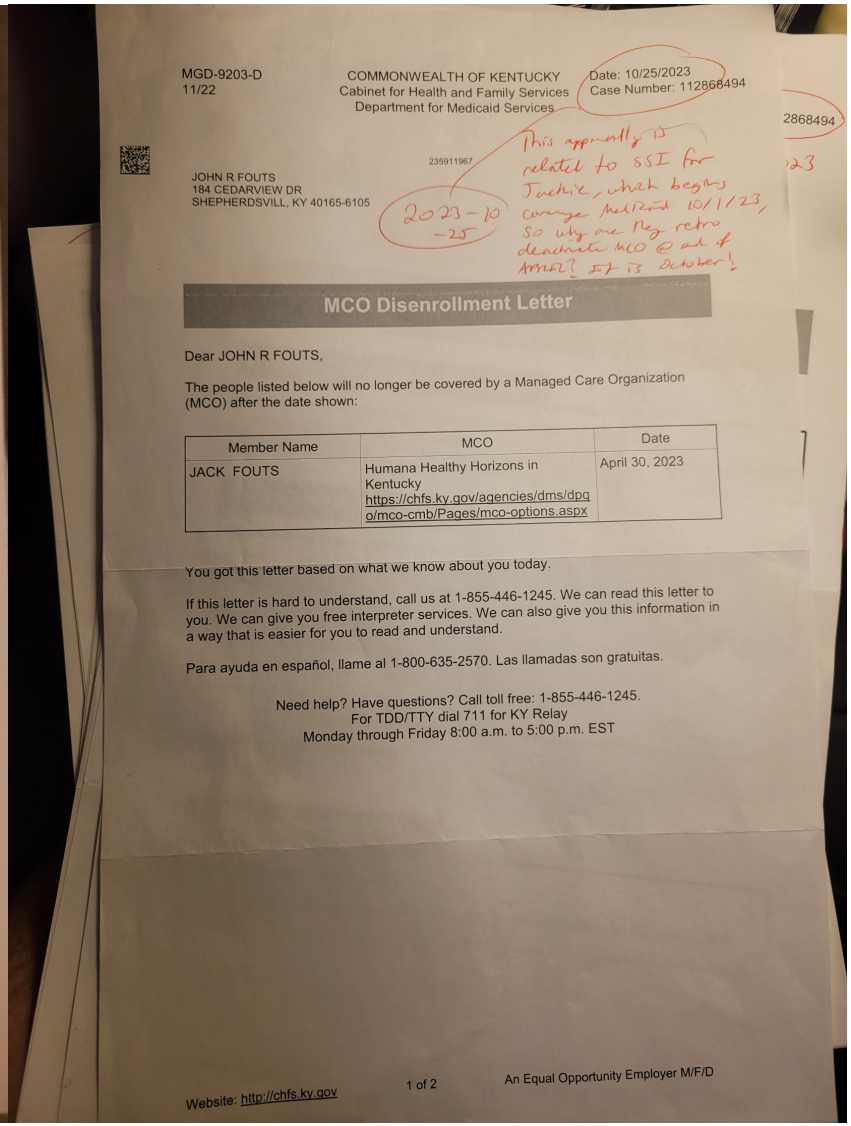
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

2023-10-25

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpgo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

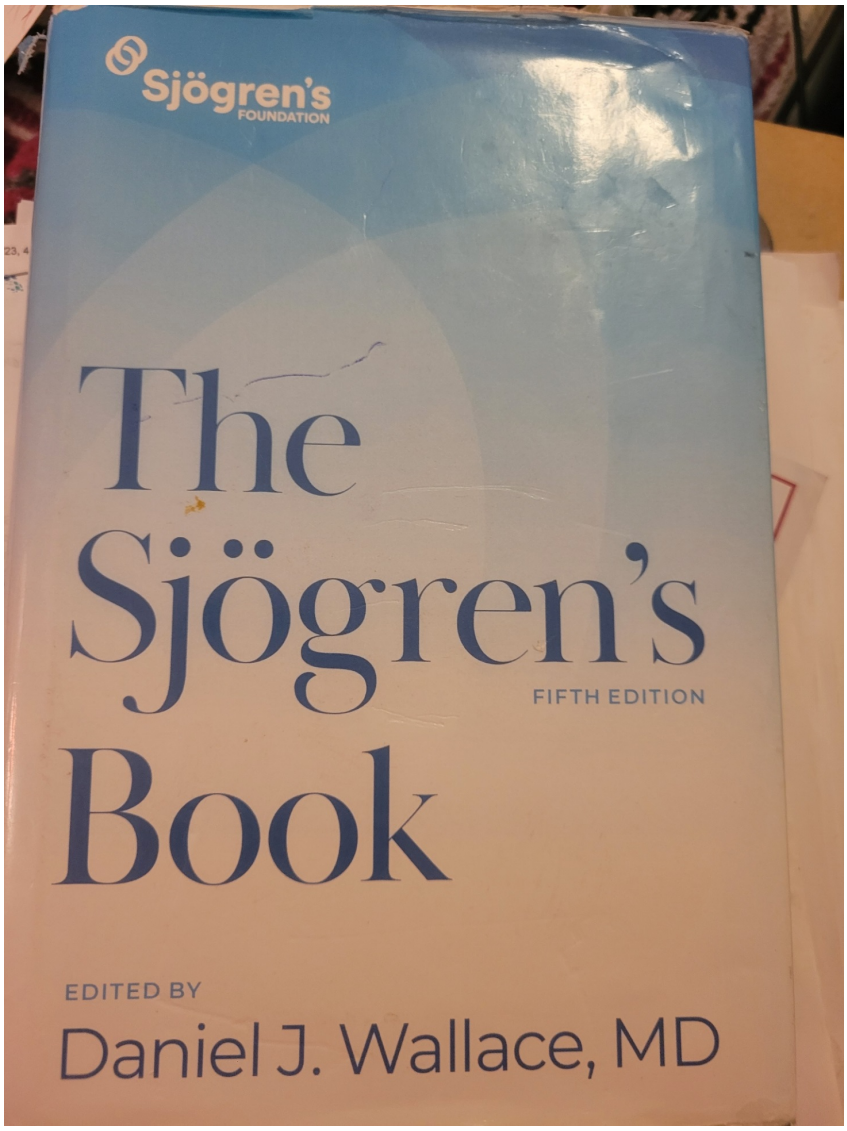
You got this letter based on what we know about you today.

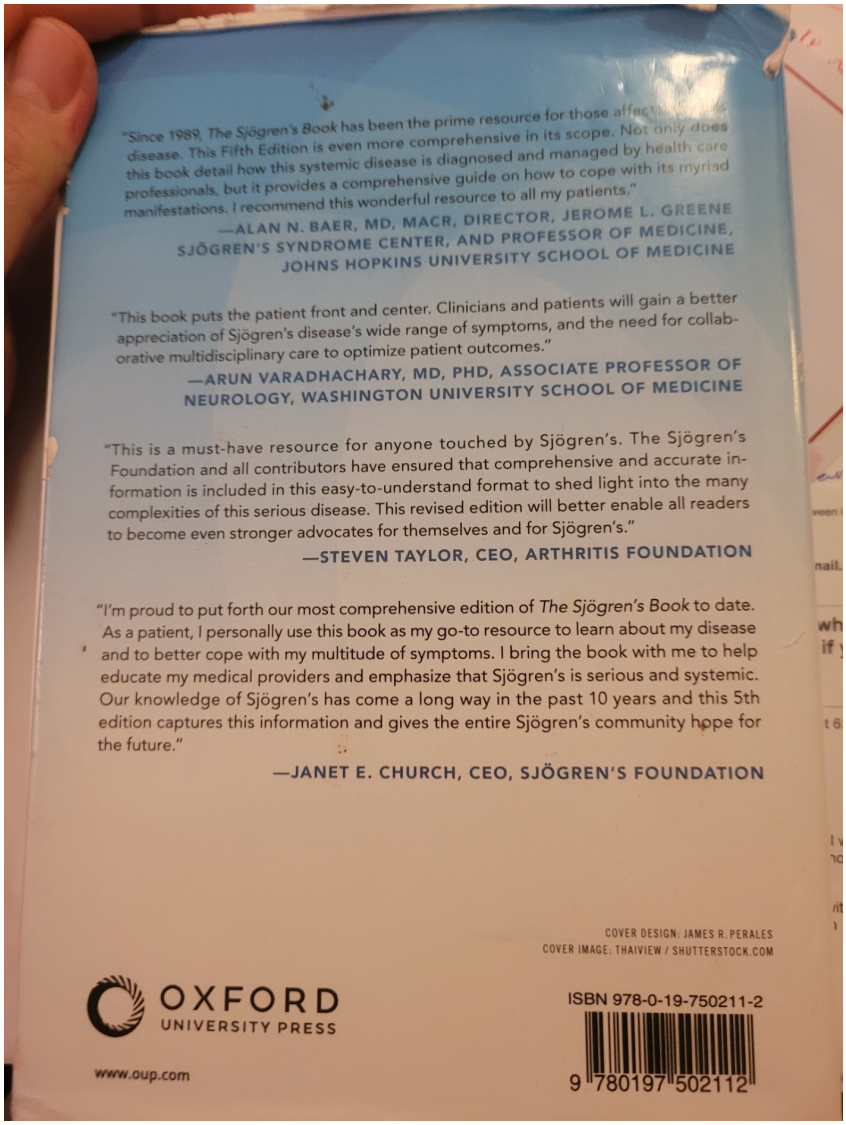
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

fouts.john@gmail.com

From: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Sent: Tuesday, August 6, 2024 12:53 PM
To: John Fouts; Zachary Grider
Subject: RE: Items Reimbursement - Etc...

John,
A PA shouldn't take longer than a few days as long as the doctor completes that and sends back in. Some of the items needed may not need a PA so you would be able to obtain those right away unless the DME would need to order. The items that you need cant just be given out unless you have a prescription and take that to a qualifying supplier.
If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed their portion it can be done fast and should not take months! That should be the same for about all items needed.
I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.

As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.

I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

I sent the response back for the tears from Jessica in one of our emails, and she said that they involve lab and they wouldn't be covered under pharmacy.

I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services
Division of Health Care Policy
Physical Health Branch
Kentucky Cabinet for Health and Family Services
275 E. Main Street
Frankfort, Kentucky 40621
(502)564-9363
Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM

To: Zachary Grider <zgrider@theolehomeplaceadhc.com>; Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

> Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

> I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

Zach -- did you have any trouble ordering me more compression stockings? Since they were previously approved it shouldn't take 5 months this time right? (To be fair I know that Jessica Jones was the original case manager and they dropped me onto you without even telling me they were going to do that)....but still....is there an update at a minimum on the extra pairs of compression stockings?

Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.
>
> On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Have a good weekend.
> >
> > On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> >
> > > Hi John,
> > > I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.
> > >
> > > Thanks,
> > > Zachary Grider
> > > Case Manager
> > > The Ole Homeplace
> > > (270) 384-0012 ext. 5020
> > >
> > > On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Zach,
> > > >
> > > > Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....
> > > >
> > > > This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...
> > > >
> > > > You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the

appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...

UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

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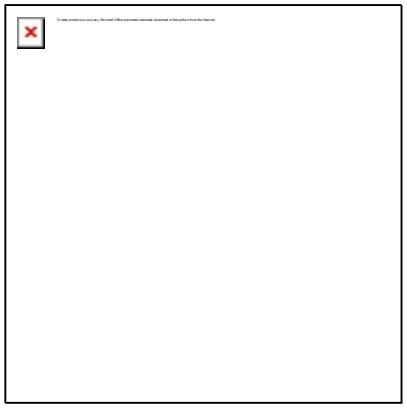

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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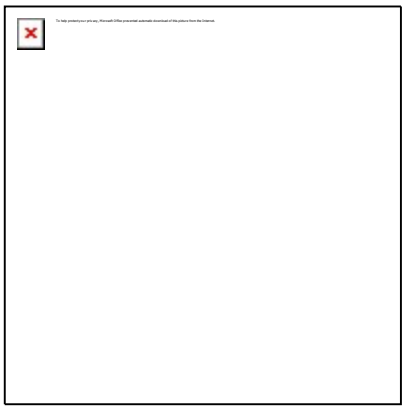

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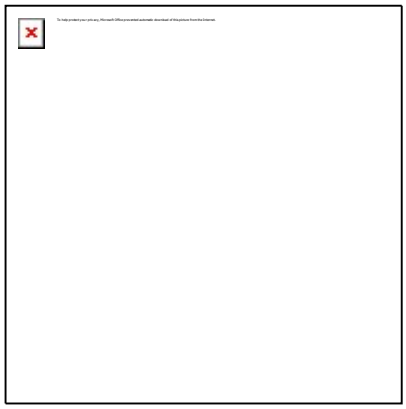

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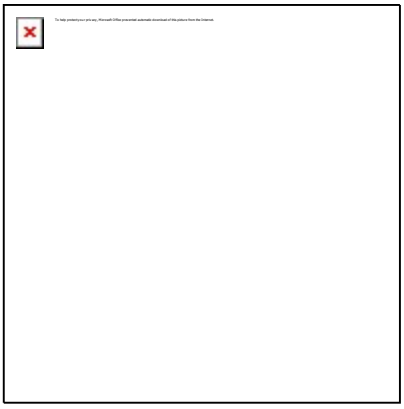

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From: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Sent: Tuesday, August 6, 2024 12:53 PM
To: John Fouts; Zachary Grider
Subject: RE: Items Reimbursement - Etc...

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As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services
Division of Health Care Policy
Physical Health Branch
Kentucky Cabinet for Health and Family Services
275 E. Main Street
Frankfort, Kentucky 40621
(502)564-9363
Amanda.ritchey@ky.gov

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Subject: Items Reimbursement - Etc...

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My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

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> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

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Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

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Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

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Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.
>
> On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Have a good weekend.
> >
> > On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> >
> > > Hi John,
> > > I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.
> > >
> > > Thanks,
> > > Zachary Grider
> > > Case Manager
> > > The Ole Homeplace
> > > (270) 384-0012 ext. 5020
> > >
> > > On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Zach,
> > > >
> > > > Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....
> > > >
> > > > This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...
> > > >
> > > > You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the

appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...

UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

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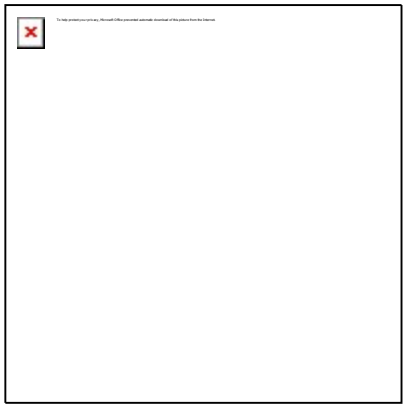

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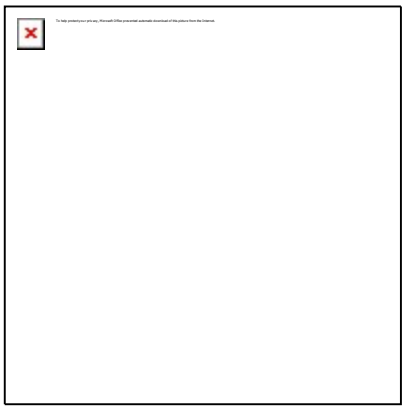

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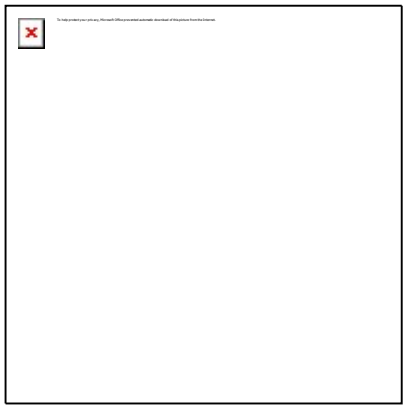

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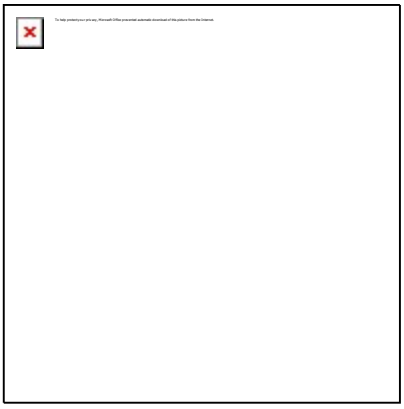

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On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.
>
> On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Have a good weekend.
> >
> > On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> >
> > > Hi John,
> > > I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.
> > >
> > > Thanks,
> > > Zachary Grider
> > > Case Manager
> > > The Ole Homeplace
> > > (270) 384-0012 ext. 5020
> > >
> > > On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Zach,
> > > >
> > > > Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....
> > > >
> > > > This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...
> > > >
> > > > You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the

appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...

UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> If you would like, I can send you the list of attendant care companies there in Louisville and you can let me know which one you'd like me to send referrals to. You don't have to contact anyone, I of course will do the contacting. Do I need to contact your doctor and explain the lift chair? I will find out what I can do to try to help you get the iron infusions sooner. I'm not sure where to start, so I will speak with my supervisor and see what is suggested. I will email the helpdesk regarding reimbursement for your oxygen concentrator and the compression boots. What are the 3 prescribed supplements that you are wanting reimbursed for? Do you also want me to ask about reimbursement for the Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions and the red light therapy?
>
> I've attached a listing of Jefferson County providers. I have highlighted the ones that offer attendant care and crossed out the ones that don't offer it.
>
> On Thu, Aug 1, 2024 at 5:10 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I don't know much about them. They seemed nice. It would be nice to have another one in the back pocket in case this one does not work out. They did not presently have anyone that could help - they would have to find someone to hire.
> >
> > Zach -- the state keeps telling me that The Ole Home Place should be doing so much more to help me. You have told me that basically it isn't your role to help in many of the ways I have asked. I am just the middle man. I don't know what to do. You seem nice also - and like you want to help.
> >
> > By the way about the recliner -- it is called a lift chair in some of the correspondence I have -- I think my doctor doesn't understand that it is a recliner.

I have a question - I am being treated for microclots from long covid...yet another thing that I have to deal with....it is very hard man...to be sick and feel like crap all the time....I am dealing with more than that too...I have very low (severe anemia) at the moment (low ferritin at 15)....I need iron infusions. The soonest that Dr. Glisson (my hematologist) can see me is 8/22/2024 to discuss them...if my ferritin drops to 10...that is CRITICAL...I don't want to wait 21 days....that is asking for trouble. Is there anything you can do to help me get an iron infusion sooner?

Also -- for the microclots...Dr. Vaughn is treating me....he is in Alabama....he has prescribed 3 supplements (that I have had to pay for out of pocket), and I want to be reimbursed for these expenses. Also - he recommended a portable supplemental overnight oxygen concentrator...I found one for around $250 and bought it...I'd like to be reimbursed for it as well....these are things I can't wait on because not using them as quickly as possible could result in things like heart attack or stroke, and since I have had a stroke (TIA) before in 2017....I am at a higher risk level....I also have low vitamin B1 right now...that is required to start the reactions that lead to production of ATP -- the energy of life -- that is necessary for all living things on Earth....it is needed for mitochondria...I need IV or immediate supplementation of it as well....Dr. Vaughn also recommended Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions....he also recommended red light therapy....and these compression boots that I already purchased and need to be reimbursed for....it is my understanding that there is a way for this to happen and that you are the contact that is supposed to help me with these things. If you are not under that impression, please write out what your understanding is, so I can take that back to the state.

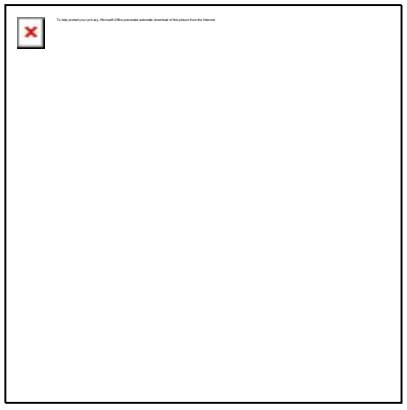
Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....

Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

John

On Thu, Aug 1, 2024 at 1:11 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good afternoon John,
> I just wanted check back in regarding the attendant care company that had reached out to you, 2nd Home. I understand that you had wanted to wait for services to begin once school started back but would like for me to continue with them that way they are able to staff you once you are ready or did you want me to move along to another company?
>
> --
>
> **Thank you,**



Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

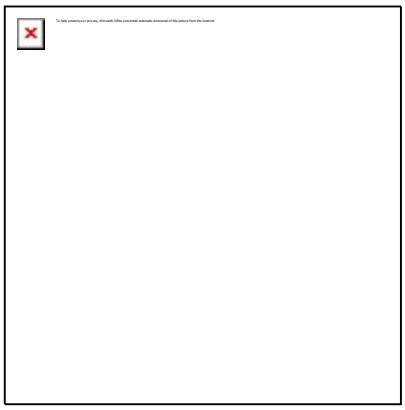
"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,



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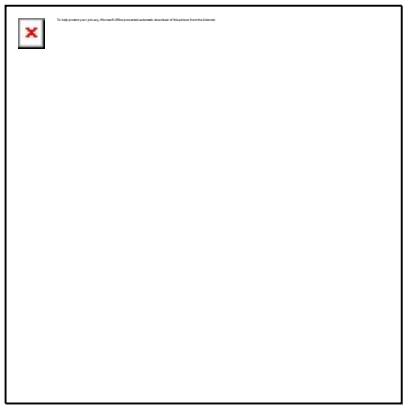

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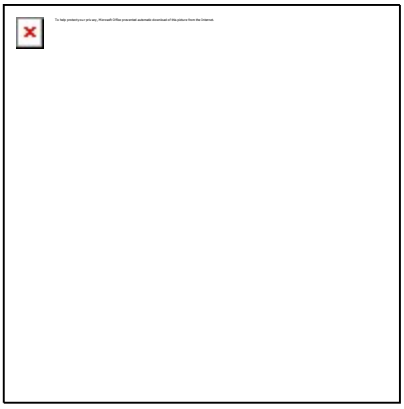

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fouts.john@gmail.com

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Attachments: [External Email]Question on ESAP and SNAP.eml (16.6 KB); I was approved for medicaid waiver 10_27_2023....I am still unable t....eml (4.85 MB)

Vikki -- please find attached the last of the 20 emails with attachments. Please confirm all have been received.

John

On Fri, Jun 7, 2024 at 6:47 PM John Fouts <fouts.john@gmail.com> wrote:

On Thu, Jun 6, 2024 at 11:37 AM Kentucky HBE Contact Center <kentuckyhix2@mailfg.custhelp.com> wrote:

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Thank you,
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Subject

Needing Assistance

Response By Email (Vikki) (06/06/2024 11:37 AM)

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• For issues regarding access to the Self-Service Portal, the member can contact the Self-Service Portal technical support at (844) 407-8398.
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• Ongoing Medicaid Eligibility was established on 5/16/24. No verification is needed at this time.

John, the individual in DCBS that I have been in email contact with is out of the office for several days and may not respond until next week. Did you happen to get the name of the individual that contacted you recently from DCBS, stating that you needed to complete the To-Do's promptly to avoid losing benefits?

I may have provided DCBS email contact during our phone call, but if not, I wanted to provide the email DFS.Medicaid@ky.gov

I will provide any additional information/updates that I receive from DCBS. In the meantime, you may want to call the self-service portal listed above to assist with access to the portal system or contact DCBS via phone or email in regard to the urgent need of "To-Do's" that you are unable to access.

Questions 2-3) Your additional questions regarding SSA and SSDI, have been forwarded to DCBS for any additional clarification, and I will follow-up in regard to SEPT for your child. You may have access to the website for the Summer Electronic Benefits Transfer, but I thought I would provide: https://www.chfs.ky.gov/agencies/dcbs/dfs/Documents/sebtsummer2024faq.pdf (Online SEBT benefit application can be completed by using self service capabilities located at https://KYSEBT.ky.gov/ or can be accessed through https://kynect.ky.gov/benefits/.) This application will be available starting on June 24th, 2024. SEBT Website https://www.chfs.ky.gov/agencies/dcbs/dfs/pages/sebt.aspx

Question 4) John, thank you for sharing what appears to be a very painful and difficult experience. However, I would be unable to provide any advice in regard to the Medical Board or Malpractice Attorneys. Possibly research individuals within your area that could provide legal services or guide you in this process.

In your recent email, you indicated that the medication Xolair was ordered and shipped to the providers office. Have you been able to contact CVS in regard to the Medication/coverage? You stated the medication had to receive a Prior Authorization before shipping. Would the office be able to ship the medication back if Insurance does not cover, so that you are not liable for the amount? I realize how frustrating this situation must be. You may consider researching, as numerous medications that are new or very expensive, often provide an online Coupon that will assist with coverage. Also, you may consider reviewing the website for this medication, there is a Financial Assistance contact number (866) 422-2377 (6am-5pm PST, Monday through Friday). The Website provides information for assistance. Genentech Patient Foundation gives free Xolair to people who have been prescribed this medicine and don't have insurance or that have financial concerns and meet certain eligibility criteria. It appears there are certain qualifications for the Foundation. Just an option that you might review.

Ombudsman's Office: I have contacted the Ombudsman's office in regard to the IVIG Therapy and Medical Transportation Appeals. I received this information.
• We received an appeal request regarding IVIG Therapy on 5/12/2023, which was processed and forwarded to the hearings branch.
• We have not received an appeal request regarding IVIG Therapy denial after the date listed above. (Which I provided the date of January 2024 as the denial month of IVIG Therapy per our phone conversation)
• We received an NEMT (transportation) appeal on 4/30/2024, which was processed and forwarded to the hearings branch.

I am personally unable to review the IVIG and Transportation Appeals in the System, as they are processed through the Ombudsman's office. In order to check the status of these appeals, you will need to contact (502) 564-6621. I have attempted to contact the Hearing office and received a Voice message. When calling please provide your Name, Agency case number, Hearing ID # and Hearing Officer# if known.

Pharmacy and Medication List: The list that was provided of all medications were forwarded to our Pharmacy contact. This is the information that I received. The patient would need to work with his/her doctors, the DME provider and pharmacy to obtain the items. All Medicaid DME and pharmacy items are based on medical necessity which is submitted with a prior authorization. If the

medications are deemed medically necessary, then depending on the codes used, that would determine what would be covered and we can't advise which codes to use to the suppliers.

John, I know during our phone conversation that you were questioning if you should switch back to MCO for more medication coverage. Just a suggestion, possibly review what is covered under MCO as opposed to what medications are/are not being covered by Medicaid and weigh your options or speak with someone at Member Services (800) 635-2570. Please listen carefully for each prompt prior to making a selection when calling.

Case Manager contact:
I have been in contact with your Case Manager, Mr. Grider, and we discussed the status of a provider Agency for Attendant Care. Please keep me informed on your end how that is going. Also, discussion took place of several Goods and Services items that you have been in need of. I know you received the Compression stockings. I have also sent an additional email to Mr. Grider's attention to provide any updates for AC Services and Good and Services Supplies.

NOTE: I was unable to access the Google files sent through CRM. Would you be able to provide Attachments for review? I realize that I may not have addressed all of your concerns, but hopefully this is a start.

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Note: I will be out of the office through June 10th.

Thank you and many regards,

Vikki

Question Reference # 240521-009124

- Date Created: 05/21/2024 03:33 PM
- Date Last Updated: 06/06/2024 11:37 AM
- Status: Updated

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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fouts.john@gmail.com

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Question Reference # 240521-009124

- Date Created: 05/21/2024 03:33 PM
- Date Last Updated: 06/06/2024 11:37 AM

- Status: Updated

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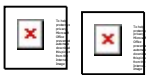

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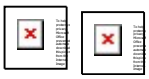

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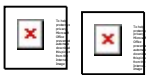

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Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, June 7, 2024 6:59 PM
To: Kentucky HBE Contact Center
Subject: Re: Needing Assistance [Incident: 240521-009124] -- Email 10 of seveal
Attachments: Hope you are okay! (1).eml (13.2 MB)

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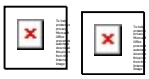
On Thu, Jun 6, 2024 at 11:37 AM Kentucky HBE Contact Center <kentuckyhix2@mailfg.custhelp.com> wrote:



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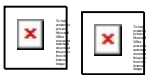

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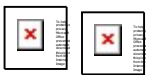

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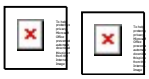

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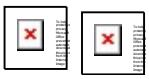

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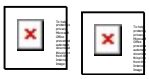

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Question Reference # 240521-009124

- Date Created: 05/21/2024 03:33 PM
- Date Last Updated: 06/06/2024 11:37 AM
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John R. Fouts, MBA

Fax. 502.996.8246

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Sent: Friday, June 7, 2024 6:54 PM
To: Kentucky HBE Contact Center
Subject: Re: Needing Assistance [Incident: 240521-009124] -- Email 9 of seveal
Attachments: Home Visit (3).eml (9.07 KB); Home Visit (1).eml (5.24 KB); Home Visit (2).eml (5.72 KB); Home Visit.eml (3.33 KB); I called and emailed multiple times previously - still trying - I ne....eml (4.37 KB); I called and emailed multiple times previously - still trying - I ne....eml (21.7 KB); I still cannot see my child's information -- when is the eta for the....eml (87.2 KB); I was approved for medicaid waiver 10_27_2023....I am still unable t....eml (11.0 KB); Home and Community Based Services Waiver - Kentucky - John R. Fouts ....eml (2.55 MB); Help with reimbursement for med in January..eml (4.18 MB)

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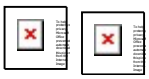

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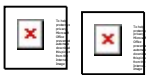

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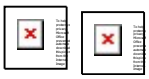

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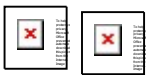

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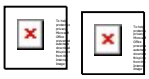

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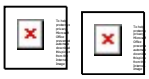

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- Date Created: 05/21/2024 03:33 PM
- Date Last Updated: 06/06/2024 11:37 AM
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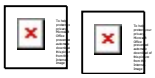

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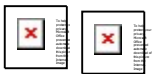

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Question Reference # 240521-009124

- Date Created: 05/21/2024 03:33 PM
- Date Last Updated: 06/06/2024 11:37 AM

- Status: Updated

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John R. Fouts, MBA

Fax. 502.996.8246

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To: Kentucky HBE Contact Center
Subject: Re: Needing Assistance [Incident: 240521-009124] -- Email 3 of several
Attachments: Can you give me a status update on compression stockings_ Eye Drops_....eml (6.18 KB); Can you please let me know the status of my request for a hearing re....eml (1.21 KB); Can you please let me know the status of my request for a hearing re....eml (1.21 KB); Can you please let me know the status of my request for a hearing re....eml (44.9 KB); Can you please let me know the status of my request for a hearing re....eml (1.21 KB); Care Plan Checklist - I have a few questions -- 2024-02-28 -- John R....eml (7.15 KB); Follow Up -- 2024.04.12 -- USDA Complaint -- SNAP Discrimination -- ....eml (67.6 KB); Follow Up - 202402-08 -- USDA-FNS US Code Violation Issue.eml (22.1 KB); Can you follow up with The Marion House for me please_ Talked to LeA....eml (1.25 MB); Can you please let me know the status of my request for a hearing reg....eml (857 KB); Can you follow up with The Marion House for me please_ Talked to LeA....eml (1.25 MB); Following Up Yet Again -- 2024-05-17 -- Fwd_ I was approved for medic....eml (544 KB); FW_ Attn_ Chris -- See Attached Letter -- 2024-02-22 -- and other --....eml (22.4 KB); Follow-Up -- 2024-05-17 -- Re_ Can you please let me know the status....eml (1.32 MB)

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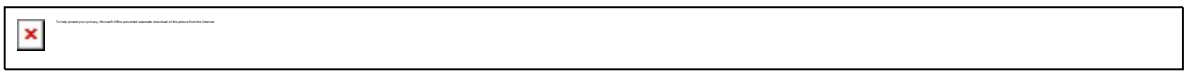
To: Office of Governor Beshear
Subject: Re: I was approved for medicaid waiver 10/27/2023....I am still unable to access ANY of the funds allocated for me...
Attachments: image.png; image.png; image.png; 2023-04-08-U-of-L-MyHealthNow-Conditions-John-R-Fouts.pdf; 2023-06-14-U-of-L-MyChart-John-Fouts-Medications.pdf; 2023-03-27-CVID-Letter-Whole-Genome-Sequencing-John-Fouts.pdf; 2023-02-20-Norton-MyChart-Conditions-As-Of-2023-02-20-JRF.pdf; Leg.jpg; Johns-Eyes-Flare.jpg; 20230210_203153.jpg; 20210521_192803.jpg; 2023-03-03-Disability-Consultant-Psychiatrist-Fischkoff-Letter-Stating-I-Am-Disabled-Summary-Page-9 (2).pdf; 2022-11-12-Dr-Stocker-Memory-Impairment-Letter.pdf; 2021-11-09-John-Fouts-Safe-Access-National-Parks-Pass-Dr-Murphy-Letter.pdf; 2023-03-03-Disability-Consultant-Psychiatrist-Fischkoff-Letter-Stating-I-Am-Disabled-Summary-Page-9 (1).pdf

Thank you for your response. Please see my answers to your questions below in colored text. I have trouble seeing a lot of the time so bear with me while I am responding in this bold and red text.

On Wed, Apr 3, 2024 at 1:13 PM Office of Governor Beshear <governor.constituentservices@ky.gov> wrote:



Dear John,

Can you please confirm that since Dec. you have requested all of these things and were denied every one of them? Is there anything you now have that you would like to remove from this list?

Yes -- that is correct -- I have not been able to get a single thing from the list....despite asking many, many, many, many times, and many people...I can send you that correspondence if you need it - but be prepared as it is lengthy and there are volumes of it....that is part of what is so hard for me...the waiver...I thought....was to help me....not to get rid of all MCO services....and then not help me with any other needs either....I was able to get mom's meals delivered on Wednesdays.....that is continuing as of now....I am conflicted about whether or not to stay on the waiver program or go back to the MCO...if the waiver says I have $2400 allocated to me but I am not ever allowed to use any of it then it does me no good, and harms me....I am a single parent that is disabled...raising a child with disabilities....my life is incredibly difficult and challenging. I now need even more things that are not even on the list yet...I'm hoping, in a very cautiously optimistic way, that you might be able to help me get at least a few things....

> There are also several things that I believe are outside of the realm of what your case worker does.

No one can tell me what who is supposed to do at what agency....all agencies are confused....and I have been sent in circles for literally dozens of hours over the past several months....it is not okay....it is as if it is discriminatory against people that are disabled and under age 65..... I did not choose this path... If it were up to me...I would be healthy...but I haven't been able to find a way to do that in many years....I have been very sick for 15 years....finally about a week ago...after initially applying for ssa ssdi over 10 years ago...I was finally approved for SSDI...I am hoping that will make things easier but I am apprehensive because the systems all seem to be broken with regard to my type of case (disabled under age 65).

> Most of them are the medical issues. Not knowing your complete diagnosis or what type of services you have been approved for through the waiver, I would refer that to a specialist at CHFS.

I have spoken to many specialists at CHFS -- they say they cannot help me, or provide information that is unhelpful....which also does no good...hence the reason for me asking for help from a higher level from the Governor's Office....all the way up to the leadership in the Universe. I pray every day because I have not been able to get any resolution despite my best efforts. My child is also affected...if I am not able to take care of myself, then my child also suffers....I need to be able to have my health needs for myself and my child met...and support with the other fundamental foundations of survival.

> In my opinion, you are in need of case management for the Medicaid related issues, which I'm happy to send a referral and request that for you.

You may request that....but I have not been able to get any help from Medicaid Case Managers either...and I have also written many emails, and spoken to many people over many weeks about many issues without resolution. Maybe you can help me with the issues listed below:

*** My child was approved for SSI (found disabled) in November of last year...when that happened...my child's information disappeared from my KyNect account....I eventually found out that my child had been assigned a different case number because SSA handles medicaid when SSI is granted....I contacted everyone to try to get access again....at first I was told I was not a registered user in the KyNect system....which I was - that was just wrong....then I was told that SSA had to make changes....SSA said they don't handle any of that information -- that it is an issue in the state systems...I talked to first line reps, supervisors, level III supervisors, and case managers....I talked to CHFS, DCBS, COGS, KyNect, the WorkForce team, the Medicaid Waiver Help Desk....I've done it all -- I also previously contacted the Governor's Office about this....guess what....still no resolution. I need to be able to see my child's information....Most recently, when I finally was notified of SSDI approval....I am grateful for that decision....I spoke to Mrs. Bright at the Louisville East End Social Security Office. I explained this situation to her...she again reiterated that this was**

a problem on the state side of things (I spoke to a different SSA person about it previously in the Etown Office of SSA)...she said the only thing she could do is issue a form 527 telling the state that I am an authorized representative for my child (I am the only one who ever has been authorized....my child is 12...has autism, gastroparesis, small fiber neuropathy, autonomic dysfunction, etc.... many of the same things that I deal with too...it makes me sad to see my child suffer.....)....I need to be able to know what is going on with my child...I am very concerned that once the system updates...that I will lose the ability to see any and all of my own information....as I have tried since NOVEMBER 2023...to get this corrected regarding my child. Please HELP!!!!

*** Also...I am not able to see any of the Messages or To/Dos in KyNect....my KyNector is...but she does not respond in as timely of a manner as is required for me to not miss important things....this is something else that has not been able to be rectified even after speaking to dozens of people over a period of months and spending several hours try to get it fixed...I need help to get my information made visible to me....and my child's...as an example...if KTAP or SNAP needs any info from me....I won't be notified and I won't see it in KyNect....so how am I supposed to complete things I cannot see and am not notified about??? PLEASE HELP!!!**

> I also think there are many things on this list you would be expected to look into on your own.

My case manager for the waiver (Jessica Jones) told me to send her a list of everything I could possibly think of that I need....since then...she hasn't looked into anything....that I am aware of....she told me she had contacted Gould's about compression stockings for me....I know the manager there....the manager checked the records...Jessica Jones never called -- not even once... I wrote to Jessica's supervisor after months had passed.....her supervisor...McKayla McCloud totally ignored my communication....then a person named Zach Grider from The Ole Homeplace called me.....Zach asked me what I needed regarding the Medicaid Waiver....I was like Good Lord....I am starting all over ... again ... .after starting over with so many things....again...and again...and again...Zach has been trying to help me --- but still --- as of yet -- I have received nothing except for mom's meals...

I did have an attendant assigned to help me (through The Marion House) after waiting for months....but.....the attendant never showed up....not even one day.....didn't even call or anything to say she was not coming....her name was Eva....that is all I know about her.....

Then weeks passed....and The Marion House hired a woman named LaTosha to come out....I thought she was going to be okay at first...but she did not want to seem to help clean, or help with meal preparation, or help with light housekeeping, and she did do my laundry one day but it took her hours to do it....and she brought it back all wet...and I had to try to use energy I did not have to hang up clothes...(I have a Chronic Fatigue Syndrome diagnosis as one of the conditions I am battling)...just the act of the clothes made me crash for days...my life is a delicate balance of an ever-shifting energy envelope whose boundaries I do not know until a day or two after I explore them if that makes any sense...so post exertional malaise is a major symptom....I was bed bound for nearly 2 years previously....aside from the laundry being wet...and the attendant not wanting to do any duties that she was supposed to do to help...she accidentally broke my phone....and did not even tell me about it...I am assuming it was an accident anyway....I reported it to The Marion House....I told them I did not want her to come back....then I told them I think the waiver program may not be right for me....so far it has really only made my life far worse, far more complicated, with far fewer benefits, with losing access to my child's information etc....can you see why I am frustrated??

One of the conditions I have is Chronic Venous Insufficiency....I have needed new compression stockings for many months....The Ole HomePlace has been aware since December of last year....it is April now....into the 4th month...still nothing....not wearing them makes my autonomic symptoms worse.....what is the problem???? It seems like the state does not want to pay anything out to medicaid waiver members, and instead earn interest on those funds -- that is what is happening anyway in my case...it would seem...look at my compression stockings -- they are in ridiculous shape....please help me!!! Not wearing them could also lead to me developing a blood clot or a stroke...I've had a TIA (mini-stroke) previously in 2017 and possibly others....the one in 2017 is verified in the Norton Audobon medical record....not wearing appropriate compression garments can lead to the formation of clots...I am at high risk of clots and heart attack due to genetics....I am attaching some of my conditions to this email....I need to bring awareness to how sick people like me are...and how the state is treating them....please share this email with Governor Beshear. I implore you to do so. I do not use that word lightly. It is not okay for people to be treated like this. And yes...the waiver...it is my understanding....SHOULD COVER the compression stockings...

> Again, not knowing your complete diagnosis or the scope of your waiver, I will leave that to a specialist to determine.

Good luck with that....I have spoken to several specialists....nobody can tell me anything....instead of going back down the ladder....I need to go up the ladder...if you are unable to help me....I'd like to know the best contact at the Attorney General's Office for the State of Kentucky for this type of issue, and any contact at the Center for Medicaid and Medicare Services Federally that can open an investigation into my case and my child's case.

> I know that we can connect you to a specialist that can go over these types of issues to let you know who would be responsible for getting these things done and if they are something your case worker can/should help you with.

No one that I have spoken with has known the answers to any of the questions....and sometimes I speak to people who answer the questions completely differently.....I need to speak to somebody that has the knowledge to answer the questions....100% accurately....it is my life (literally) that we are talking about here....I do not want to die because I cannot get the help that I need that was supposed to be provided by the waiver program but wasn't....there is a legal obligation to provide to me the services that are supposed to be covered under the medicaid waiver program....it is not only morally the right thing to do, but also legal obligation....

I also have a pending hearing for medical transportation...I have a vehicle registered in my name...I refuse to give up my last source of freedom....we live in the United States for Heaven's Sake! (or do we??)...migrants are handed benefits as long as they are not US Citizens without any questions asked....but someone like me that paid into the system for years....that is very sick.....that has a child who is disabled and sick and has developmental issues and autism spectrum disorder level 2 and many more things....is not able to get any of the resources they need.....tell me how that is okay? Regarding the hearing for medical transportation....I often have trouble seeing, or have balance, dizziness, vertigo issues or other....I also am in so much pain or have so much fatigue that

I often cannot drive....but when I 'can' - it provides me with the greatest sense of independence that I can have....there is verbiage in the waiver program legalise that states that it is there to offer particpants the greatest opportunity for independence....again....legal obligation...but the policy that mandated the hearing in the first place is contradictory to the legislation....

I have a letter from a doctor stating that I am able to use cannabis medically per the conditions I am struggling with...I live in an apartment complex now....how does that work with law enforcement....do I need to contact them to let them know to avoid any confrontation? Any stress destroys my body....I sure wish it were not like that -- but it is....cannabis helps me sleep....helps me have a better circadian rhythm...provides some relief for severe neuropathic pain although it is limited...and helps with muscle cramps and spasms and with appetite and with ability to move around more....it really does help a lot. Thank you Governor Beshear, for fighting to legalise medical cannabis (I say cannabis as marijuana is a derogatory term with negative slant and connotation toward people of Hispanic descent)....I advocated for legalization for over a decade before becoming too sick to continue with the advocation efforts. I don't know what forms of cannabis consumption are legal....both pre system setup and post system set up and I want no trouble from law enforcement or from the apartment complex where I live...since insurance will not cover it...I am hopeful that Governor Beshear will also consider legislation to allow plants to be grown at home...for people like me that are having to live on incredibly little income...it would be very helpful to be able to grow it at home to save money -- just like any other vegetable -- and yes -- it is a vegetable... If there is any available place for a person like me to participate in the setup of the system, I would enjoy doing so to feel at least I could contribute 'something' positive albeit small to the furthering of positive change in society.

I am required to eat gluten free...Gluten free foods are 180% to 540% more expensive than regular foods...and $242 per month for SNAP and $372 per month for KTAP that I have been living on is not nearly enough...my child is getting $771 per month from SSA -- that started I believe in November or December...November I think...that has been helpful for my child's needs for her clothing. Jackie is transgender Male to Female and 12 years old, and yes I think this state is incredibly WRONG for taking away rights of transgender children...when your own child is transgender you take a deep dive into the data and experience if you love your child, and it is incredibly harmful to take away rights from children that deserve to not experience dysphoria...I personally believe that genetics along with a strong environmental pollution and endocrine disruptor problem are leading to higher rates of people that are transgender...but I can tell you people are definitely born that way....it is not a choice....and they would not choose to lead a far more difficult life....that does not make sense -- do you know what I mean?? So any transgender resources, or ways to get SB 150 reversed in Kentucky would also be appreciated.

I'm also not able to see what doctors are in network...the people I have spoken to at various agencies tell me I just have to call every doctor in the state....so that places enormous burden on the sickest of people in the state.....does that sound ethical to you? humane? right morally?

I'm also not able to get any information on pharmacy claims....MedImpact says only Medicaid Member Services can answer questions and Medicaid Member Services says only MedImpact can answer questions....I spent about 5 to 10 hours on that situation...no resolution...

After asking for many months, I finally got a formulary showing what drugs are covered and what OTC items are supposedly covered, but Medicaid does not honor the drugs and OTC items on the

formulary -- so it is very aggravating, and frustrating, and I cannot keep spinning my wheels....again....if you cannot help me...please pass it UP the ladder ot the KY AG's office and to the CMS federally. If I cannot get help there, I will go to the head of HHS...if not there then the federal AG...if not there then the VP...and if not there, I will escalate it all the way to the Presidential level federally.

Also - if there are other programs that could help me -- without harming me -- I'd be very interested in that...my ideal goal is to have a HOUSE that is my own...I've owned several in my lifetime before I got sick...but it hasn't been a reality since then....15 years have passed....I feel grateful and lucky that I wake up each morning. Sunsets are incredibly important to me....please help me with these issues and do not send me back into a relentless cycle of being passed around to people who all cannot help and provide no resolution to the problems I'm trying to get help with....

The quote below should say for '...good men...or women...to do nothing...' but this gets the point across... If I were a relative of yours (that you liked) -- which I am not -- but if I were -- would you be okay with how I am being treated?

See attached for a partial...not complete list....of some of the things I am dealing with...I have 9+ organ systems affected...the disease is systemic and progressive and robs me of quality of life daily...the state is contributing to that robbing of quality of life...I would like to believe that the intention is NOT to do so....Governor Beshear seems like a person who stands up for what is right, good, and ethical. He seems to have integrity. I appreciate what I am able to see of his leadership. I am grateful for your help trying to wade through these weeds. Please get back to me asap with answers.

I am open to sending you any information on my health issues that you may need including letters from doctors stating my need to be able to have my own vehicle and inability to drive at times leading to medical transportation for the hearing etc....I will have to send other relevant letters from doctors later if needed...again...just please help me....I am praying that you are able to do something to help me and my child.

Once you have responded to my questions, I will be able to make a more specific referral and share your specific concerns with CHFS.

Melinda Brewer, Caseworker
Constituent Services
Governor Andy Beshear

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700 Capitol Avenue, Suite 100, Frankfort, Kentucky 40601
Main Line: (502) 564-2611
Main Fax: (502) 564-2517
Send an Email

Sincerely,

John R. Fouts, MBA

P. 502.956.0052 (usually in appointments with doctors -- so texting is best if communicating via mobile) -- I also -- for obvious reasons -- want things to be in writing -- and texting accomplishes that goal. Email is best means for that for me...you can also fax, however, if easier...

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Wednesday, April 3, 2024 5:41 PM
To: Office of Governor Beshear
Subject: Re: I was approved for medicaid waiver 10/27/2023....I am still unable to access ANY of the funds allocated for me...
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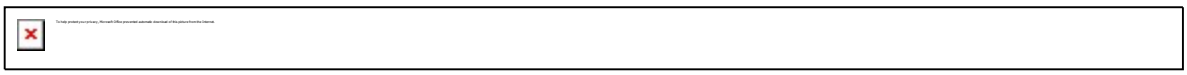

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No one that I have spoken with has known the answers to any of the questions....and sometimes I speak to people who answer the questions completely differently.....I need to speak to somebody that has the knowledge to answer the questions....100% accurately....it is my life (literally) that we are talking about here....I do not want to die because I cannot get the help that I need that was supposed to be provided by the waiver program but wasn't....there is a legal obligation to provide to me the services that are supposed to be covered under the medicaid waiver program....it is not only morally the right thing to do, but also legal obligation....

I also have a pending hearing for medical transportation...I have a vehicle registered in my name...I refuse to give up my last source of freedom....we live in the United States for Heaven's Sake! (or do we??)...migrants are handed benefits as long as they are not US Citizens without any questions asked....but someone like me that paid into the system for years....that is very sick.....that has a child who is disabled and sick and has developmental issues and autism spectrum disorder level 2 and many more things....is not able to get any of the resources they need.....tell me how that is okay? Regarding the hearing for medical transportation....I often have trouble seeing, or have balance, dizziness, vertigo issues or other....I also am in so much pain or have so much fatigue that

I often cannot drive....but when I 'can' - it provides me with the greatest sense of independence that I can have....there is verbiage in the waiver program legalise that states that it is there to offer particpants the greatest opportunity for independence....again....legal obligation...but the policy that mandated the hearing in the first place is contradictory to the legislation....

I have a letter from a doctor stating that I am able to use cannabis medically per the conditions I am struggling with...I live in an apartment complex now....how does that work with law enforcement....do I need to contact them to let them know to avoid any confrontation? Any stress destroys my body....I sure wish it were not like that -- but it is....cannabis helps me sleep....helps me have a better circadian rhythm...provides some relief for severe neuropathic pain although it is limited...and helps with muscle cramps and spasms and with appetite and with ability to move around more....it really does help a lot. Thank you Governor Beshear, for fighting to legalise medical cannabis (I say cannabis as marijuana is a derogatory term with negative slant and connotation toward people of Hispanic descent)....I advocated for legalization for over a decade before becoming too sick to continue with the advocation efforts. I don't know what forms of cannabis consumption are legal....both pre system setup and post system set up and I want no trouble from law enforcement or from the apartment complex where I live...since insurance will not cover it...I am hopeful that Governor Beshear will also consider legislation to allow plants to be grown at home...for people like me that are having to live on incredibly little income...it would be very helpful to be able to grow it at home to save money -- just like any other vegetable -- and yes -- it is a vegetable... If there is any available place for a person like me to participate in the setup of the system, I would enjoy doing so to feel at least I could contribute 'something' positive albeit small to the furthering of positive change in society.

I am required to eat gluten free...Gluten free foods are 180% to 540% more expensive than regular foods...and $242 per month for SNAP and $372 per month for KTAP that I have been living on is not nearly enough...my child is getting $771 per month from SSA -- that started I believe in November or December...November I think...that has been helpful for my child's needs for her clothing. Jackie is transgender Male to Female and 12 years old, and yes I think this state is incredibly WRONG for taking away rights of transgender children...when your own child is transgender you take a deep dive into the data and experience if you love your child, and it is incredibly harmful to take away rights from children that deserve to not experience dysphoria...I personally believe that genetics along with a strong environmental pollution and endocrine disruptor problem are leading to higher rates of people that are transgender...but I can tell you people are definitely born that way....it is not a choice....and they would not choose to lead a far more difficult life....that does not make sense -- do you know what I mean?? So any transgender resources, or ways to get SB 150 reversed in Kentucky would also be appreciated.

I'm also not able to see what doctors are in network...the people I have spoken to at various agencies tell me I just have to call every doctor in the state....so that places enormous burden on the sickest of people in the state.....does that sound ethical to you? humane? right morally?

I'm also not able to get any information on pharmacy claims....MedImpact says only Medicaid Member Services can answer questions and Medicaid Member Services says only MedImpact can answer questions....I spent about 5 to 10 hours on that situation...no resolution...

After asking for many months, I finally got a formulary showing what drugs are covered and what OTC items are supposedly covered, but Medicaid does not honor the drugs and OTC items on the

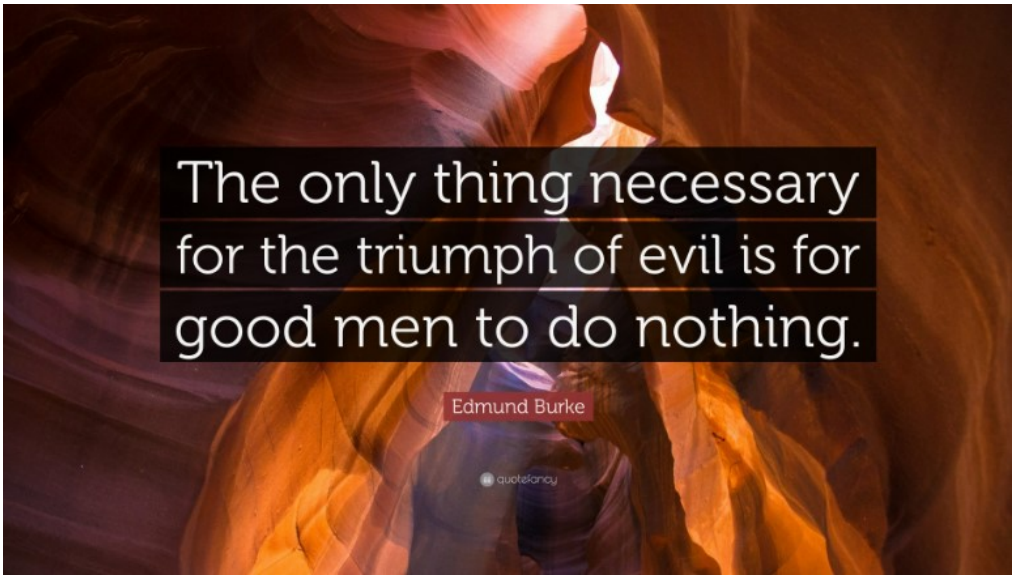
formulary -- so it is very aggravating, and frustrating, and I cannot keep spinning my wheels....again....if you cannot help me...please pass it UP the ladder ot the KY AG's office and to the CMS federally. If I cannot get help there, I will go to the head of HHS...if not there then the federal AG...if not there then the VP...and if not there, I will escalate it all the way to the Presidential level federally.

Also - if there are other programs that could help me -- without harming me -- I'd be very interested in that...my ideal goal is to have a HOUSE that is my own...I've owned several in my lifetime before I got sick...but it hasn't been a reality since then....15 years have passed....I feel grateful and lucky that I wake up each morning. Sunsets are incredibly important to me....please help me with these issues and do not send me back into a relentless cycle of being passed around to people who all cannot help and provide no resolution to the problems I'm trying to get help with....

The quote below should say for '...good men...or women...to do nothing...' but this gets the point across... If I were a relative of yours (that you liked) -- which I am not -- but if I were -- would you be okay with how I am being treated?

See attached for a partial...not complete list....of some of the things I am dealing with...I have 9+ organ systems affected...the disease is systemic and progressive and robs me of quality of life daily...the state is contributing to that robbing of quality of life...I would like to believe that the intention is NOT to do so....Governor Beshear seems like a person who stands up for what is right, good, and ethical. He seems to have integrity. I appreciate what I am able to see of his leadership. I am grateful for your help trying to wade through these weeds. Please get back to me asap with answers.

I am open to sending you any information on my health issues that you may need including letters from doctors stating my need to be able to have my own vehicle and inability to drive at times leading to medical transportation for the hearing etc....I will have to send other relevant letters from doctors later if needed...again...just please help me....I am praying that you are able to do something to help me and my child.



Once you have responded to my questions, I will be able to make a more specific referral and share your specific concerns with CHFS.

Melinda Brewer, Caseworker
Constituent Services
Governor Andy Beshear

---

700 Capitol Avenue, Suite 100, Frankfort, Kentucky 40601
Main Line: (502) 564-2611
Main Fax: (502) 564-2517
Send an Email

Sincerely,

John R. Fouts, MBA

P. 502.956.0052 (usually in appointments with doctors -- so texting is best if communicating via mobile) -- I also -- for obvious reasons -- want things to be in writing -- and texting accomplishes that goal. Email is best means for that for me...you can also fax, however, if easier...

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:48 PM
To: Office of Governor Beshear
Subject: Re: I was approved for medicaid waiver 10/27/2023....I am still unable to access ANY of the funds allocated for me...
Attachments: Gmail - Fwd_ See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14.pdf; Gmail - Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please .pdf; Gmail - Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2.pdf

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On Mon, Apr 1, 2024 at 4:39 PM Office of Governor Beshear <governor.constituentservices@ky.gov> wrote:

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Constituent Services
Governor Andy Beshear

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 5:07 PM
To: Ritchey, Amanda (CHFS DMS DPO)
Subject: Re: Items Reimbursement - Etc...
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png

I've sent that information repeatedly.

IPL is the only FDA approved treatment for dry eye disease.....THE ONLY FDA APPROVED TREATMENT....

It is needed in addition to the autologous tear serum. Dr. Whitlow at Kumar Eye Associates, as indicated several times previously, is the doctor for that. It is $400 to $650 each time with a minimum of 4 times being required as noted previously.

It treats ocular rosacea and dry eye disease. I have both...I have rosacea not only in my eyes but on my face too...this is for dry eye disease and meibomiam gland dysfunction.....

On Tue, Aug 6, 2024 at 1:05 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> So with the serum not being covered by Medicaid then waiver will need to see if they can get it covered for you.
>
> What is the IPL treatment for I am sorry if you stated that before and I missed that. I will see who may be over that.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services

Division of Health Care Policy

Physical Health Branch

Kentucky Cabinet for Health and Family Services
275 E. Main Street

Frankfort, Kentucky 40621
(502)564-9363

Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 1:01 PM
To: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Re: Items Reimbursement - Etc...

I appreciate your help. For the tear serum...how do I appeal that decision?? Again, they are medically necessary....so even though I have a doctor letter stating that....they are denied anyway....everything is always denied....why even try?? How do I appeal that?

What about the IPL treatment? It is not a tangible item you can hold in your hand...it is not DME.....so??

I don't have the energy to spin around in circles.....I barely have survival energy....

On Tue, Aug 6, 2024 at 12:52 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> John,
>
> A PA shouldn't take longer than a few days as long as the doctor completes that and sends back in. Some of the items needed may not need a PA so you would be able to obtain those right away unless the DME would need to order. The items that you need cant just be given out unless you have a prescription and take that to a qualifying supplier.
>
> If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed

their portion it can be done fast and should not take months! That should be the same for about all items needed.

I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.

As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.

I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

I sent the response back for the tears from Jessica in one of our emails, and she said that they involve lab and they wouldn't be covered under pharmacy.

I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services

Division of Health Care Policy

Physical Health Branch

Kentucky Cabinet for Health and Family Services
275 E. Main Street

Frankfort, Kentucky 40621
(502)564-9363

Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>; Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
>
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and

those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

Zach -- did you have any trouble ordering me more compression stockings? Since they were previously approved it shouldn't take 5 months this time right? (To be fair I know that Jessica Jones was the original case manager and they dropped me onto you without even telling me they were going to do that)....but still....is there an update at a minimum on the extra pairs of compression stockings?

Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
>
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.

On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:

> Have a good weekend.

On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Hi John,
>
> I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.

Thanks,
Zachary Grider
Case Manager
The Ole Homeplace
(270) 384-0012 ext. 5020

On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:

> Zach,
>
> Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....
>
> This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...
>
> You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...
>
> UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
>
> Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> If you would like, I can send you the list of attendant care companies there in Louisville and you can let me know which one you'd like me to send referrals to. You don't have to contact anyone, I of course will do the contacting. Do I need to contact your doctor and explain the lift chair? I will find out what I can do to try to help you get the iron infusions sooner. I'm not sure where to start, so I will speak with my supervisor and see what is suggested. I will email the helpdesk regarding reimbursement for your oxygen concentrator and the compression boots. What are the 3 prescribed supplements that you are wanting reimbursed for? Do you also want me to ask about reimbursement for the Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions and the red light therapy?
>
> I've attached a listing of Jefferson County providers. I have highlighted the ones that offer attendant care and crossed out the ones that don't offer it.
>
> On Thu, Aug 1, 2024 at 5:10 PM John Fouts <fouts.john@gmail.com> wrote:

I don't know much about them. They seemed nice. It would be nice to have another one in the back pocket in case this one does not work out. They did not presently have anyone that could help - they would have to find someone to hire.

Zach -- the state keeps telling me that The Ole Home Place should be doing so much more to help me. You have told me that basically it isn't your role to help in many of the ways I have asked. I am just the middle man. I don't know what to do. You seem nice also - and like you want to help.

By the way about the recliner -- it is called a lift chair in some of the correspondence I have -- I think my doctor doesn't understand that it is a recliner.

I have a question - I am being treated for microclots from long covid...yet another thing that I have to deal with....it is very hard man...to be sick and feel like crap all the time....I am dealing with more than that too...I have very low (severe anemia) at the moment (low ferritin at 15)....I need iron infusions. The soonest that Dr. Glisson (my hematologist) can see me is 8/22/2024 to discuss them...if my ferritin drops to 10...that is CRITICAL...I don't want to wait 21 days....that is asking for trouble. Is there anything you can do to help me get an iron infusion sooner?

Also -- for the microclots...Dr. Vaughn is treating me....he is in Alabama....he has prescribed 3 supplements (that I have had to pay for out of pocket), and I want to be reimbursed for these expenses. Also - he recommended a portable supplemental overnight oxygen concentrator...I found one for around $250 and bought it...I'd like to be reimbursed for it as well....these are things I can't wait on because not using them as quickly as possible could result in things like heart attack or stroke, and since I have had a stroke (TIA) before in 2017....I am at a higher risk level....I also have low vitamin B1 right now...that is required to start the reactions that lead to production of ATP -- the energy of life -- that is necessary for all living things on Earth....it is needed for mitochondria...I need IV or immediate supplementation of it as well....Dr. Vaughn also recommended Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions....he also recommended red light therapy....and these compression boots that I already purchased and need to be reimbursed for....it is my understanding that there is a way for this to happen and that you are the contact that is supposed to help me with these things. If you are not under that impression, please write out what your understanding is, so I can take that back to the state.

Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....

Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

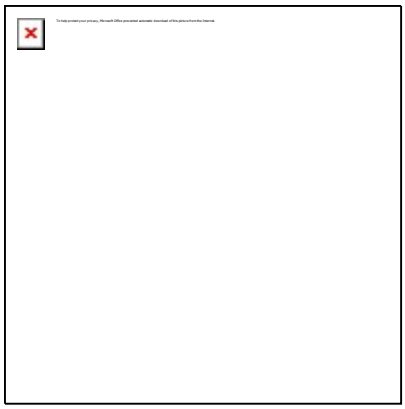
John

On Thu, Aug 1, 2024 at 1:11 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good afternoon John,
>
> I just wanted check back in regarding the attendant care company that had reached out to you, 2nd Home. I understand that you had wanted to wait for services to begin once school started back but would like for me to continue with them that way they are able to staff you once you are ready or did you want me to move along to another company?

--

Thank you,



Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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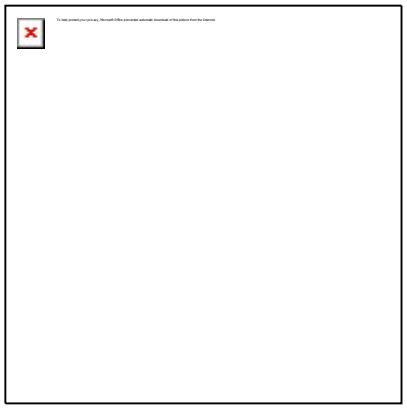

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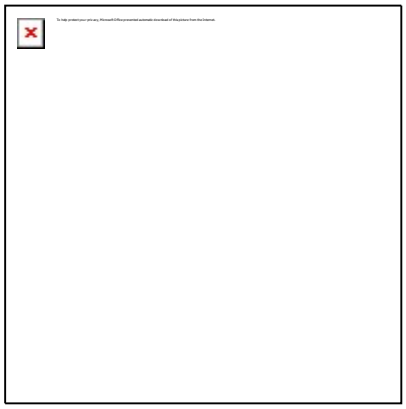

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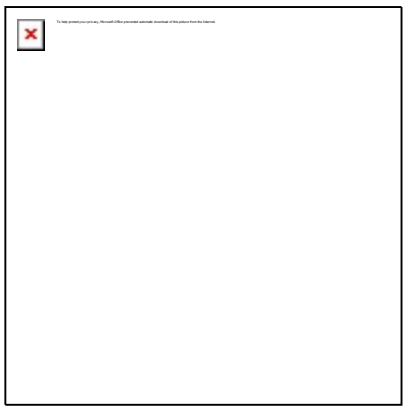

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fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 5:07 PM
To: Ritchey, Amanda (CHFS DMS DPO)
Subject: Re: Items Reimbursement - Etc...
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png

I've sent that information repeatedly.

IPL is the only FDA approved treatment for dry eye disease.....THE ONLY FDA APPROVED TREATMENT....

It is needed in addition to the autologous tear serum. Dr. Whitlow at Kumar Eye Associates, as indicated several times previously, is the doctor for that. It is $400 to $650 each time with a minimum of 4 times being required as noted previously.

It treats ocular rosacea and dry eye disease. I have both...I have rosacea not only in my eyes but on my face too...this is for dry eye disease and meibomiam gland dysfunction.....

On Tue, Aug 6, 2024 at 1:05 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> So with the serum not being covered by Medicaid then waiver will need to see if they can get it covered for you.
>
> What is the IPL treatment for I am sorry if you stated that before and I missed that. I will see who may be over that.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services

Division of Health Care Policy

Physical Health Branch

Kentucky Cabinet for Health and Family Services
275 E. Main Street

Frankfort, Kentucky 40621
(502)564-9363

Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 1:01 PM
To: Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Re: Items Reimbursement - Etc...

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What about the IPL treatment? It is not a tangible item you can hold in your hand...it is not DME.....so??

I don't have the energy to spin around in circles.....I barely have survival energy....

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> If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed

their portion it can be done fast and should not take months! That should be the same for about all items needed.

I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.

As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.

I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

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I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

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Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>; Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

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My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

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> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and

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I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

Zach -- did you have any trouble ordering me more compression stockings? Since they were previously approved it shouldn't take 5 months this time right? (To be fair I know that Jessica Jones was the original case manager and they dropped me onto you without even telling me they were going to do that)....but still....is there an update at a minimum on the extra pairs of compression stockings?

Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
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> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.

On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:

> Have a good weekend.

On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Hi John,
>
> I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.

Thanks,
Zachary Grider
Case Manager
The Ole Homeplace
(270) 384-0012 ext. 5020

On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:

> Zach,
>
> Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....
>
> This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...
>
> You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...
>
> UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
>
> Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> If you would like, I can send you the list of attendant care companies there in Louisville and you can let me know which one you'd like me to send referrals to. You don't have to contact anyone, I of course will do the contacting. Do I need to contact your doctor and explain the lift chair? I will find out what I can do to try to help you get the iron infusions sooner. I'm not sure where to start, so I will speak with my supervisor and see what is suggested. I will email the helpdesk regarding reimbursement for your oxygen concentrator and the compression boots. What are the 3 prescribed supplements that you are wanting reimbursed for? Do you also want me to ask about reimbursement for the Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions and the red light therapy?
>
> I've attached a listing of Jefferson County providers. I have highlighted the ones that offer attendant care and crossed out the ones that don't offer it.
>
> On Thu, Aug 1, 2024 at 5:10 PM John Fouts <fouts.john@gmail.com> wrote:

I don't know much about them. They seemed nice. It would be nice to have another one in the back pocket in case this one does not work out. They did not presently have anyone that could help - they would have to find someone to hire.

Zach -- the state keeps telling me that The Ole Home Place should be doing so much more to help me. You have told me that basically it isn't your role to help in many of the ways I have asked. I am just the middle man. I don't know what to do. You seem nice also - and like you want to help.

By the way about the recliner -- it is called a lift chair in some of the correspondence I have -- I think my doctor doesn't understand that it is a recliner.

I have a question - I am being treated for microclots from long covid...yet another thing that I have to deal with....it is very hard man...to be sick and feel like crap all the time....I am dealing with more than that too...I have very low (severe anemia) at the moment (low ferritin at 15)....I need iron infusions. The soonest that Dr. Glisson (my hematologist) can see me is 8/22/2024 to discuss them...if my ferritin drops to 10...that is CRITICAL...I don't want to wait 21 days....that is asking for trouble. Is there anything you can do to help me get an iron infusion sooner?

Also -- for the microclots...Dr. Vaughn is treating me....he is in Alabama....he has prescribed 3 supplements (that I have had to pay for out of pocket), and I want to be reimbursed for these expenses. Also - he recommended a portable supplemental overnight oxygen concentrator...I found one for around $250 and bought it...I'd like to be reimbursed for it as well....these are things I can't wait on because not using them as quickly as possible could result in things like heart attack or stroke, and since I have had a stroke (TIA) before in 2017....I am at a higher risk level....I also have low vitamin B1 right now...that is required to start the reactions that lead to production of ATP -- the energy of life -- that is necessary for all living things on Earth....it is needed for mitochondria...I need IV or immediate supplementation of it as well....Dr. Vaughn also recommended Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions....he also recommended red light therapy....and these compression boots that I already purchased and need to be reimbursed for....it is my understanding that there is a way for this to happen and that you are the contact that is supposed to help me with these things. If you are not under that impression, please write out what your understanding is, so I can take that back to the state.

Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....

Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

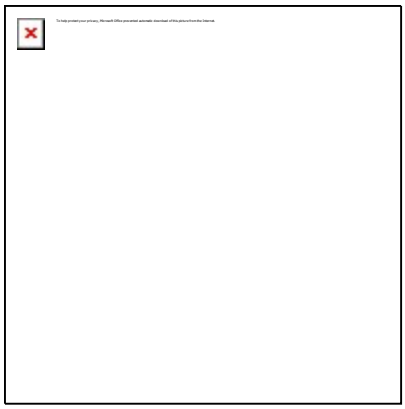
John

On Thu, Aug 1, 2024 at 1:11 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good afternoon John,
>
> I just wanted check back in regarding the attendant care company that had reached out to you, 2nd Home. I understand that you had wanted to wait for services to begin once school started back but would like for me to continue with them that way they are able to staff you once you are ready or did you want me to move along to another company?

--

Thank you,



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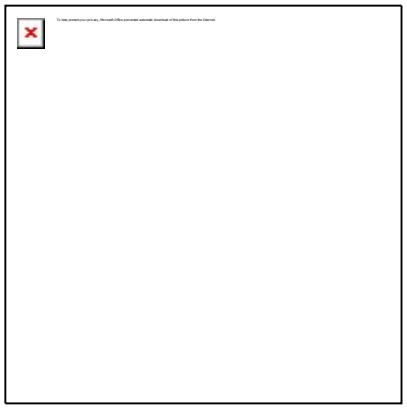

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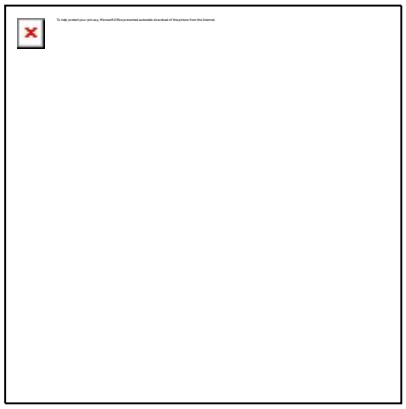

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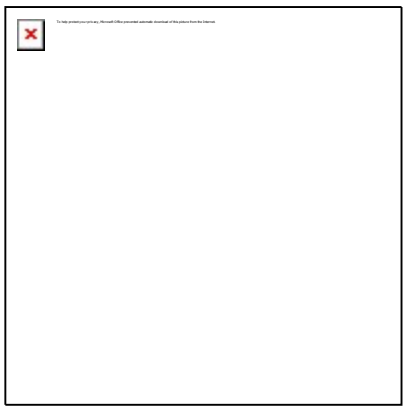

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> > >
> > > > Zach,
> > > >
> > > > Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....

This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...

You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...

UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....

Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

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Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....

Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

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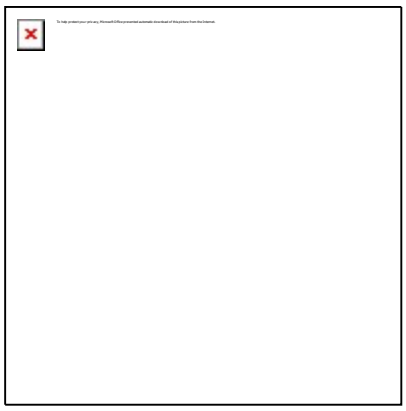


Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

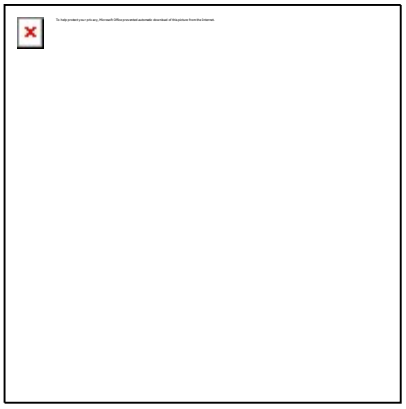
"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,



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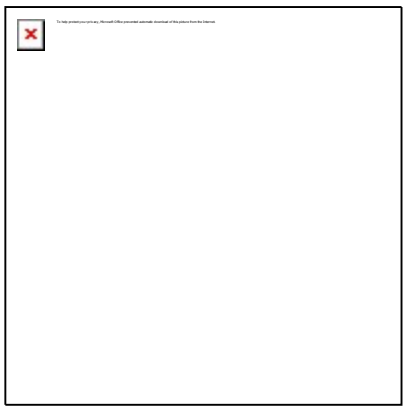

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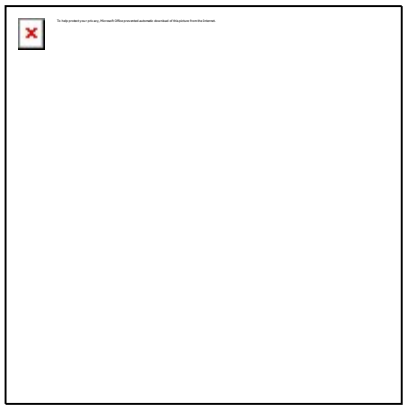

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Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 1:01 PM
To: Ritchey, Amanda (CHFS DMS DPO)
Subject: Re: Items Reimbursement - Etc...
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png

I appreciate your help. For the tear serum...how do I appeal that decision?? Again, they are medically necessary....so even though I have a doctor letter stating that....they are denied anyway....everything is always denied....why even try?? How do I appeal that?

What about the IPL treatment? It is not a tangible item you can hold in your hand...it is not DME.....so??

I don't have the energy to spin around in circles.....I barely have survival energy....

On Tue, Aug 6, 2024 at 12:52 PM Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov> wrote:

> John,
>
> A PA shouldn't take longer than a few days as long as the doctor completes that and sends back in. Some of the items needed may not need a PA so you would be able to obtain those right away unless the DME would need to order. The items that you need cant just be given out unless you have a prescription and take that to a qualifying supplier.
>
> If you need compression stocking depending on how long ago you got the ones you currently have then they will need a PA. They have certain criteria they have to go by but as long as the doctor completed their portion it can be done fast and should not take months! That should be the same for about all items needed.
>
> I understand that the doctor recommended you need oxygen but without the prescription and taking to a supplier Medicaid doesn't have a chance to even supply what is needed.
>
> As far as you not being able to reach your physicians office that ordered the infusions if they are local I would recommend that you go into the office and call Zachary if you are able while there, I am not sure they they aren't returning your calls.
>
> I am not over any of the meals but I have made Zach aware that you are needing something, so hopefully they can find some type of meals that can be delivered that you can eat with out any side effects.

I sent the response back for the tears from Jessica in one of our emails, and she said that they involve lab and they wouldn't be covered under pharmacy.

I am currently over the DME and Audiology programs but I wanted to keep the email responses to the minimum so there wasn't so many people reaching out. However, it seems that they all responded with about the same thing on what was needed and that a prescription from your provides for the items needed as no items can be obtained unless you start with that, then take those to a qualifying supplier (DME, Pharmacy, ect)

As far as attorneys I do not have any resources for that I am sorry.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Amanda M. Ritchey
Medicaid/ Medicare Specialist II
Department for Medicaid Services

Division of Health Care Policy

Physical Health Branch

Kentucky Cabinet for Health and Family Services
275 E. Main Street

Frankfort, Kentucky 40621
(502)564-9363

Amanda.ritchey@ky.gov

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>; Ritchey, Amanda (CHFS DMS DPO) <amanda.ritchey@ky.gov>
Subject: Items Reimbursement - Etc…

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
>
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

> Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

> I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

Zach -- did you have any trouble ordering me more compression stockings? Since they were previously approved it shouldn't take 5 months this time right? (To be fair I know that Jessica Jones was the original case manager and they dropped me onto you without even telling me they were going to do that)....but still....is there an update at a minimum on the extra pairs of compression stockings?

Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
>
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.
>
> On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Have a good weekend.
> >
> > On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> >
> > > Hi John,
> > >
> > > I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.
> > >
> > > Thanks,
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> > > Case Manager
> > > The Ole Homeplace
> > > (270) 384-0012 ext. 5020
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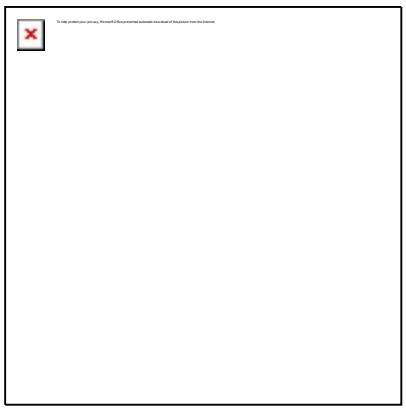

Zachary Grider, CM

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Fax. 502.996.8246

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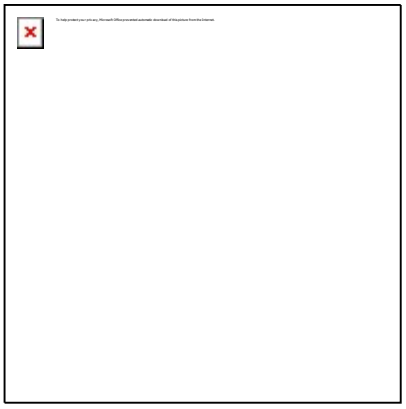

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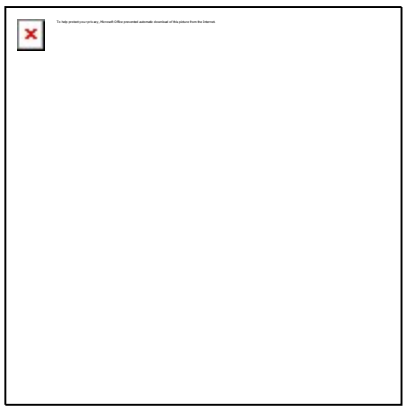

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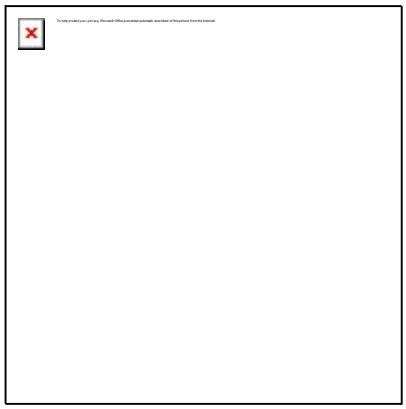

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Fax. 502.996.8246

fouts.john@gmail.com

From:	John Fouts <fouts.john@gmail.com>
Sent:	Monday, April 1, 2024 4:21 PM
To:	Robinson, Angela (CHFS DMS DCA)
Cc:	Medicaid Waiver Help Desk - KY
Subject:	Re: goods and services ticket #240401-003853
Attachments:	image001.png; Gmail - Fwd_ See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14.pdf; Gmail - Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please .pdf; Gmail - Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2.pdf

Angela...

I have been trying very desperately to get ANY of the needs from my notes taken care of since December of 2023.....I have not been able to get anything aside from mom's meals deliveries on Wednesdays....

I copied the Medicaid Waiver help desk because I've asked them in the past and they have not been able to help with anything related to this matter either....but if I am not able to use any of the waiver funds....well -- that is simply not legal....

---------- Forwarded message ---------
From: **Robinson, Angela (CHFS DMS DCA)** <angela.robinson@ky.gov>
Date: Mon, Apr 1, 2024 at 3:13 PM
Subject: goods and services ticket #240401-003853
To: fouts.john@gmail.com <fouts.john@gmail.com>

Mr. Fouts,

I am following up on an inquiry from the Ombudsman's office regarding goods and services requests. Your case manager had contacted the help desk on Thursday to ask for guidance on how to request those items through waiver. He was given instructions and will need to gather the appropriate documentation to submit the request. Then our reviewers will review and make a determination on approval. Please stay in touch with your case manager in case he needs to gather any documentation from you for the request. If there are any further issues, feel free to reach out to the waiver helpdesk for assistance. 1915cwaiverhelpdesk@ky.gov 844-784-5614

Angela Robinson RN

Nurse Researcher, HCBW and MIIW

Cabinet for Health & Family Services

Department for Medicaid Services

Division of Long Term Services and Supports

275 E. Main St. 6W-B Frankfort, KY 40621

Work Cell 502-234-4375

University of Kentucky Institute for Biomedical Informatics

--

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From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:21 PM
To: Robinson, Angela (CHFS DMS DCA)
Cc: Medicaid Waiver Help Desk - KY
Subject: Re: goods and services ticket #240401-003853
Attachments: image001.png; Gmail - Fwd_ See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14.pdf; Gmail - Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please .pdf; Gmail - Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2.pdf

Angela...

I have been trying very desperately to get ANY of the needs from my notes taken care of since December of 2023.....I have not been able to get anything aside from mom's meals deliveries on Wednesdays....

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From: **Robinson, Angela (CHFS DMS DCA)** <angela.robinson@ky.gov>
Date: Mon, Apr 1, 2024 at 3:13 PM
Subject: goods and services ticket #240401-003853
To: fouts.john@gmail.com <fouts.john@gmail.com>

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Angela Robinson RN

Nurse Researcher, HCBW and MIIW

Cabinet for Health & Family Services

Department for Medicaid Services

Division of Long Term Services and Supports

275 E. Main St. 6W-B Frankfort, KY 40621

Work Cell 502-234-4375

University of Kentucky Institute for Biomedical Informatics

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, August 6, 2024 12:35 PM
To: Zachary Grider; Ritchey, Amanda (CHFS DMS DPO)
Subject: Items Reimbursement - Etc...

On Tue, Aug 6, 2024 at 10:45 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> John,
> I spoke with both supervisors here regarding getting the infusions sooner, they reported the only thing I would be able to do was to have you speak with the physician that ordered the infusions about alternate providers that may be able to provide you with the infusions sooner.

My PCP will not even return calls to the Dr. Vaughn in AL office per them....and I haven't heard back despite leaving multiple messages over a period of days.

> I received a response from the Waiver HelpDesk about the reimbursements for mileage, the concentrator, and other things.

> For the concentrator and the compression boots, they directed me to Amanda Ritchey, with whom we've been speaking to. Here is her response: "Anything that he has paid for out of pocket Medicaid will not reimburse. What need to be done is he needs to get a prescription for the items he needs and those need to be taken to a qualifying dme supplier I think I sent that link. The supplier will help him to obtain the items needed. Anything that is on the fee schedule will be covered, some items need a prior authorization to determine if they are medically necessary and of course depending on that will determine if they are covered. Do you know why he purchased out of pocket?

Yes -- I have needed help for months and the waiver program has done nothing to help....the only thing I have received...is mom's meals which contain excess levels of sugar -- sorry but as an example an egg scramble with eggs and a meat and a hefty side of stewed apples in sugary sauce and pudding and jello and juice is not a healthy meal....it was causing sugar issues for me....and likely anyone else that eats them....

Oxygen is necessary for all living things on Earth...my O2 is low....I ordered the O2 concentrator because 1.) Dr. Vaughn in AL ordered it and I can't get a doctor in the state of KY to work with that situation 2.) I need oxygen desperately -- and cannot wait many months -- likely to only be told it is denied....3.) I ordered the compression boots for the same reasons....I am in severe pain and severely fatigued...but nobody cares....

> Does he have any claim numbers where they denied these items that I could look into? I am not sure that the items he has requested he has gotten a prescription for and taken them to the suppliers. I know for most of the waiver participants that they need denials from Medicaid in order to get the items for members." Here was the Waiver HelpDesk response regarding the infusions and the mileage: "

I do for the Autologous Tear Serum and I have many emails asking about IPL that have been ignored in vast majority. What do we know on this now??

> I have asked Jessica Jump with pharmacy to reach out to you and/or Mr. Fouts regarding the pharmacy requests. I will follow up with management about mileage reimbursement. Thank you."

Jessica Jump was supposed to help before but dropped the ball completely - and I never heard back from her....

If necessary, I can provide the legal documentation in statutes and the Code of Federal Regulations pertaining to these issues.

Can you help me find an attorney to help with a lot of this administrative nonsense where I am being stonewalled by some people?

Zach -- did you have any trouble ordering me more compression stockings? Since they were previously approved it shouldn't take 5 months this time right? (To be fair I know that Jessica Jones was the original case manager and they dropped me onto you without even telling me they were going to do that)....but still....is there an update at a minimum on the extra pairs of compression stockings?

Amanda -- these were approved previously through Gould's in St. Matthews.....is another approval necessary or can they just be ordered?

> On Tue, Aug 6, 2024 at 8:01 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> Good morning John,
> Apologies for not getting back with you yesterday, I had to take off yesterday. I have sent the Waiver HelpDesk an email just now regarding the reimbursements and included the attachments you have sent me. I will update you once I receive an email from them.
>
> > On Fri, Aug 2, 2024 at 2:51 PM John Fouts <fouts.john@gmail.com> wrote:
> > Have a good weekend.
> >
> > > On Fri, Aug 2, 2024 at 3:43 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:
> > > Hi John,
> > > I have received your email. I have left for the day as I have reached my 40 hour limit. I will read through this email on Monday.
> > >
> > > Thanks,
> > > Zachary Grider
> > > Case Manager
> > > The Ole Homeplace
> > > (270) 384-0012 ext. 5020

On Fri, Aug 2, 2024 at 2:37 PM John Fouts <fouts.john@gmail.com> wrote:

Zach,

Thank you for the updated list and for getting back to me. I am having trouble getting reimbursed for the mileages to doctor visits which is also supposed to be reimbursable....I will send you the list....

This is an ongoing list from the beginning of the year....the state always says the expenses are zero....but it is illegal for them to state that as the vast majority, I KNOW, should be covered.....and there are some that I am hopeful will be covered as I am on limited fixed income etc...

You will see there are just over $6000 of expenses since the beginning of the year. The document is so long because it includes backup of all the information. In terms of the mileages, I included visit summaries from the appointments I have had as mileages don't have receipts....they don't want to do non emergency medical transportation and they don't want to reimburse mileage even though they are required to per statute/law....at sixteen cents per mile....it is causing me a great deal of distress that they ignore all medical expenses always no matter what....I believe they do so because I am disabled and they know I don't have the ability to fight back like a healthy person would....don't get me started on all that though...

UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

If you would like, I can send you the list of attendant care companies there in Louisville and you can let me know which one you'd like me to send referrals to. You don't have to contact anyone, I of course will do the contacting. Do I need to contact your doctor and explain the lift chair? I will find out what I can do to try to help you get the iron infusions sooner. I'm not sure where to start, so I will speak with my supervisor and see what is suggested. I will email the helpdesk regarding reimbursement for your oxygen concentrator and the compression boots. What are the 3

prescribed supplements that you are wanting reimbursed for? Do you also want me to ask about reimbursement for the Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions and the red light therapy?

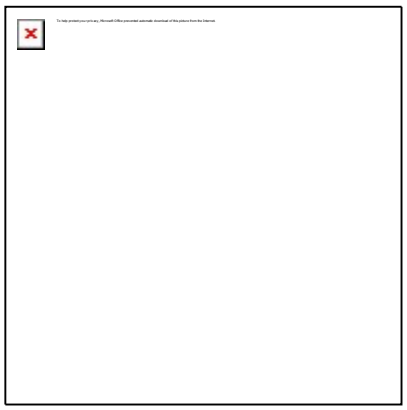
I've attached a listing of Jefferson County providers. I have highlighted the ones that offer attendant care and crossed out the ones that don't offer it.

On Thu, Aug 1, 2024 at 5:10 PM John Fouts <fouts.john@gmail.com> wrote:

> I don't know much about them. They seemed nice. It would be nice to have another one in the back pocket in case this one does not work out. They did not presently have anyone that could help - they would have to find someone to hire.
>
> Zach -- the state keeps telling me that The Ole Home Place should be doing so much more to help me. You have told me that basically it isn't your role to help in many of the ways I have asked. I am just the middle man. I don't know what to do. You seem nice also - and like you want to help.
>
> By the way about the recliner -- it is called a lift chair in some of the correspondence I have -- I think my doctor doesn't understand that it is a recliner.
>
> I have a question - I am being treated for microclots from long covid...yet another thing that I have to deal with....it is very hard man...to be sick and feel like crap all the time....I am dealing with more than that too...I have very low (severe anemia) at the moment (low ferritin at 15)....I need iron infusions. The soonest that Dr. Glisson (my hematologist) can see me is 8/22/2024 to discuss them...if my ferritin drops to 10...that is CRITICAL...I don't want to wait 21 days....that is asking for trouble. Is there anything you can do to help me get an iron infusion sooner?
>
> Also -- for the microclots...Dr. Vaughn is treating me....he is in Alabama....he has prescribed 3 supplements (that I have had to pay for out of pocket), and I want to be reimbursed for these expenses. Also - he recommended a portable supplemental overnight oxygen concentrator...I found one for around $250 and bought it...I'd like to be reimbursed for it as well....these are things I can't wait on because not using them as quickly as possible could result in things like heart attack or stroke, and since I have had a stroke (TIA) before in 2017....I am at a higher risk level....I also have low vitamin B1 right now...that is required to start the reactions that lead to production of ATP -- the energy of life -- that is necessary for all living things on Earth....it is needed for mitochondria...I need IV or immediate supplementation of it as well....Dr. Vaughn also recommended Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions....he also recommended red light therapy....and these compression boots that I already purchased and need to be reimbursed for....it is my understanding that there is a way for this to happen and that you are the contact that is supposed to help me with these things. If you are not under that impression, please write out what your understanding is, so I can take that back to the state.
>
> Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....
>
> Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

John

On Thu, Aug 1, 2024 at 1:11 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good afternoon John,
> I just wanted check back in regarding the attendant care company that had reached out to you, 2nd Home. I understand that you had wanted to wait for services to begin once school started back but would like for me to continue with them that way they are able to staff you once you are ready or did you want me to move along to another company?
>
> --
>
> **Thank you,**
>
> 
>
> **Zachary Grider, CM**
>
> **The Ole Homeplace**
>
> **Division of Case Management**
>
> **Phone: 270-384-0012 Ext: 5020**
> **Fax: 270-384-0045**

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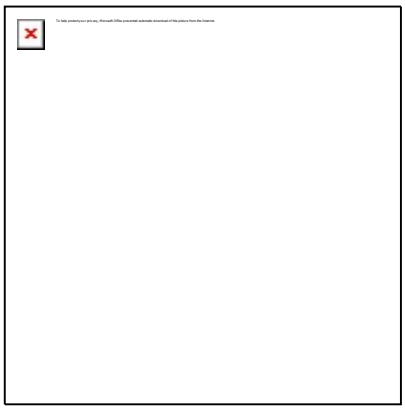
Thank you,



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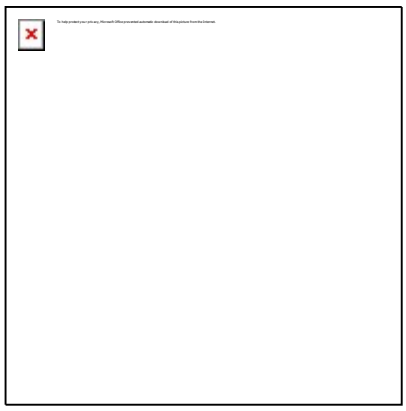

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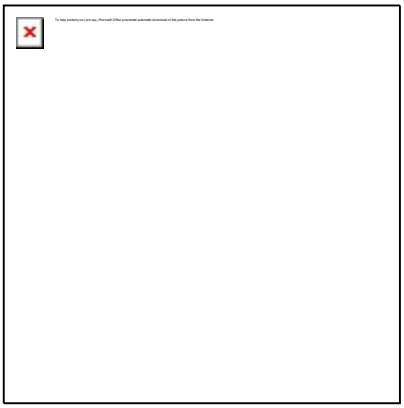

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UK Rheumatology - Dr. Freilich - has me taking methylene blue supplements and those are expensive....
Dr. Vaughn - treating Long Covid and Microclots - has me taking 3 supplements - a Probiotic, a venous support one, and pycogenol...they are on the attached....the eye products that I've been told are necessary medically for my eye care are also on the list.

Please can you confirm receipt of my message? It has large attachments and I want to make sure you get it.

Also - I have not gotten the Myers Cocktails and other infusions yet, but yes, I will want those to be covered as they are medically necessary for chance of recovery. And I appreciate anything you can do for me to get iron infusion sooner as severe anemia is serious.

There are some appointments I have had like at Associates in Dermatology and Kumar Eye Institute and Bennett and Bloom that do not have an easy way for me to show I was there, but the state can call them to verify - and I assure you that I was at my appointments.

Yes if you can explain the recliner and why it would help to my PCP I think that would help. I was confused too when they asked me about a lift chair....call it a recliner....

Thank you.

On Fri, Aug 2, 2024 at 9:14 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

If you would like, I can send you the list of attendant care companies there in Louisville and you can let me know which one you'd like me to send referrals to. You don't have to contact anyone, I of course will do the contacting. Do I need to contact your doctor and explain the lift chair? I will find out what I can do to try to help you get the iron infusions sooner. I'm not sure where to start, so I will speak with my supervisor and see what is suggested. I will email the helpdesk regarding reimbursement for your oxygen concentrator and the compression boots. What are the 3

prescribed supplements that you are wanting reimbursed for? Do you also want me to ask about reimbursement for the Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions and the red light therapy?

I've attached a listing of Jefferson County providers. I have highlighted the ones that offer attendant care and crossed out the ones that don't offer it.

On Thu, Aug 1, 2024 at 5:10 PM John Fouts <fouts.john@gmail.com> wrote:

> I don't know much about them. They seemed nice. It would be nice to have another one in the back pocket in case this one does not work out. They did not presently have anyone that could help - they would have to find someone to hire.
>
> Zach -- the state keeps telling me that The Ole Home Place should be doing so much more to help me. You have told me that basically it isn't your role to help in many of the ways I have asked. I am just the middle man. I don't know what to do. You seem nice also - and like you want to help.
>
> By the way about the recliner -- it is called a lift chair in some of the correspondence I have -- I think my doctor doesn't understand that it is a recliner.
>
> I have a question - I am being treated for microclots from long covid...yet another thing that I have to deal with....it is very hard man...to be sick and feel like crap all the time....I am dealing with more than that too...I have very low (severe anemia) at the moment (low ferritin at 15)....I need iron infusions. The soonest that Dr. Glisson (my hematologist) can see me is 8/22/2024 to discuss them...if my ferritin drops to 10...that is CRITICAL...I don't want to wait 21 days....that is asking for trouble. Is there anything you can do to help me get an iron infusion sooner?
>
> Also -- for the microclots...Dr. Vaughn is treating me....he is in Alabama....he has prescribed 3 supplements (that I have had to pay for out of pocket), and I want to be reimbursed for these expenses. Also - he recommended a portable supplemental overnight oxygen concentrator...I found one for around $250 and bought it...I'd like to be reimbursed for it as well....these are things I can't wait on because not using them as quickly as possible could result in things like heart attack or stroke, and since I have had a stroke (TIA) before in 2017....I am at a higher risk level....I also have low vitamin B1 right now...that is required to start the reactions that lead to production of ATP -- the energy of life -- that is necessary for all living things on Earth....it is needed for mitochondria...I need IV or immediate supplementation of it as well....Dr. Vaughn also recommended Myers Cocktail IV infusions biweekly, hi dose vitamin C infusions, Alpha Lipoic Acid and NAD+ infusions....he also recommended red light therapy....and these compression boots that I already purchased and need to be reimbursed for....it is my understanding that there is a way for this to happen and that you are the contact that is supposed to help me with these things. If you are not under that impression, please write out what your understanding is, so I can take that back to the state.
>
> Also the Autologous Tear Serum and the IPL treatment for Meibomiam Gland Dysfunction and Dry Eye Disease (the only fda approved treatment)....
>
> Good news is that the medically necessary eyebrow skin lifting procedure has been scheduled for October 21 and follow up on October 24.....that may also help (hopefully) with vision issues....

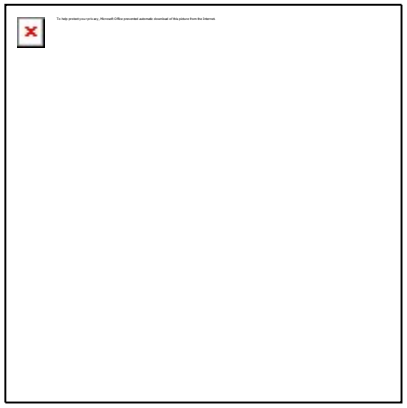
John

On Thu, Aug 1, 2024 at 1:11 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good afternoon John,
> I just wanted check back in regarding the attendant care company that had reached out to you, 2nd Home. I understand that you had wanted to wait for services to begin once school started back but would like for me to continue with them that way they are able to staff you once you are ready or did you want me to move along to another company?

--

Thank you,



Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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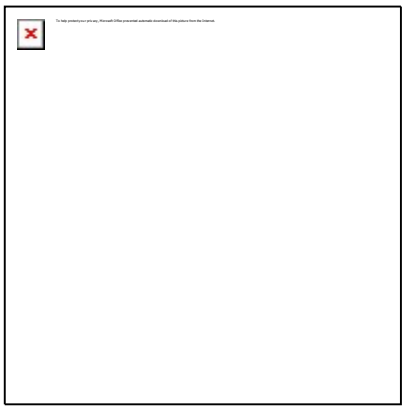

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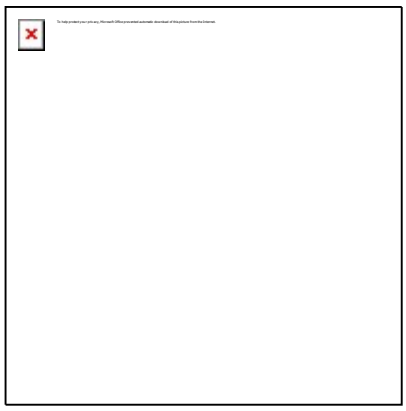

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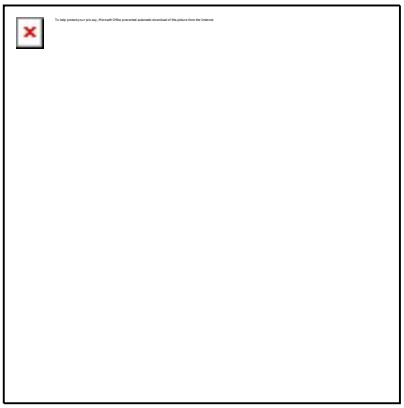

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Sent: Thursday, March 28, 2024 9:07 AM
To: Zachary Grider
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt... -- Follow Up -- 2024-03-28

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In regard to your compression stockings, has your doctor sent a prescription and your sizing to Goulds?

Yes - several MONTHS ago….

If not, you would just need to contact him, and have him send the prescription and your sizing to them and they can get those for you!

Okay - as stated multiple times previously Toni at Gould's is who you need to contact. She is the store manager there. I have known her since childhood... let me know when you have contacted her.... I provided contact information to the store multiple times previously and won't be doing so again here since you already have it.

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> >
> > I just left you a message - they xferred me to x5020 - so hoping that is your extension...it is 2:57 p.m. on 3/20/2024...
> >
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> > Zach
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Date: Thu, Feb 15, 2024 at 2:16 PM
Subject: Going to have to send a few at a time -- in a hurry -- Jackie getting hearing aids again tonight...auditory processing disorder....
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

Hope you are feeling better and enjoying the sunshine out there today while you can. I can already feel the Low somehow seemingly so far away....gettin' old...ancient...!

Anyways, here are a few of the things....

1.) I cannot get a copy of the drug formulary and agencies will not be forthcoming with information about if drugs are in network or out of network and will not give me information about (e.g. eyedrops that are non-steroid eyedrops that are covered that are preservative free - as medically necessary for me - but no information on what is covered)....

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Thank you Zach. I appreciate it. I am also going to forward you some of the first emails I'd sent to Jessica. It may be today...or over the weekend. I'm not hardly able to see today. I'm getting ready to take a nap to see if it will help.

On Fri, Mar 29, 2024, 1:18 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

I'm going to attempt to get the eyelid scrubs approved through goods and services with the waiver. I have sent information to your doctor expressing what I am needing to make that submission, please see the photo attached from the Medicaid HelpDesk. Once I get that information back, I can submit it for them to review but there is no guarantee if it will be approved. Also, I have called Goulds a few minutes ago and left a message for Toni. If I hear back from them today, I will let you know what I get figured out on that end.

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How can I gain access to the funds allocated to me for my health needs?

I also need eyelid scrubs/cleaners for lid hygiene to help with the Ocular Rosacea issues and telangectasia's or whatever those things are called and to help with inflammation.....

I also need to get the Epiceram Cream filled that I use for my skin issues .... I've told Jessica about all of these things previously but she hasn't helped with any of them...

The rx for this is $49.99 per month - and the only income I have is $372 per month from KTAP and a lot of that has to go to rent and food....

I get it through BlinkRX because that is the cheapest place to get it. Associates in Dermatology (Dr. Ashley Brown) is my dermatology doctor....

There are more than this-- but can you help with any of these?

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Thank you,

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, March 29, 2024 8:52 PM
To: Zachary Grider
Subject: Fwd: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Dec 16, 2023 at 12:57 PM
Subject: Hope you are okay!
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.

You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)

Some basic questions....

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

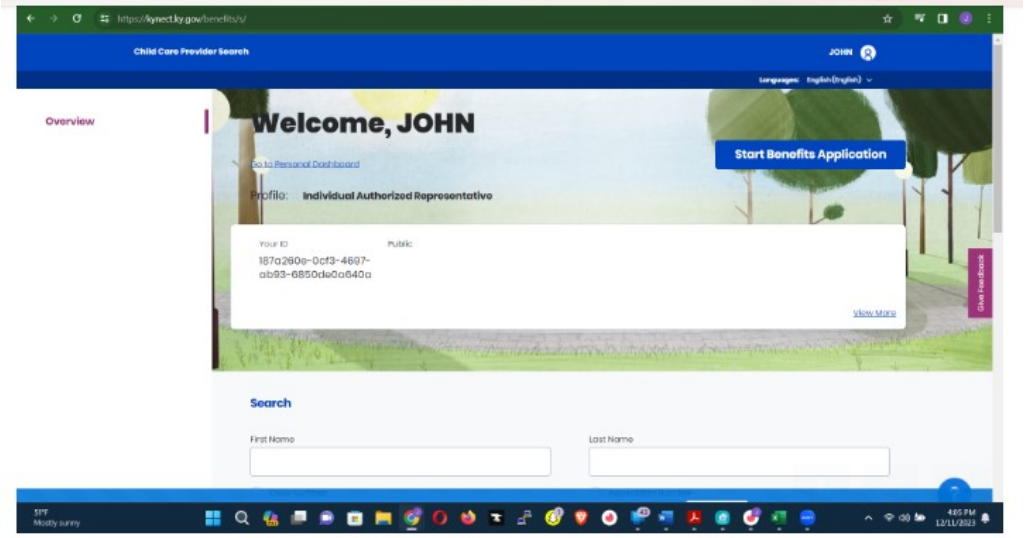
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

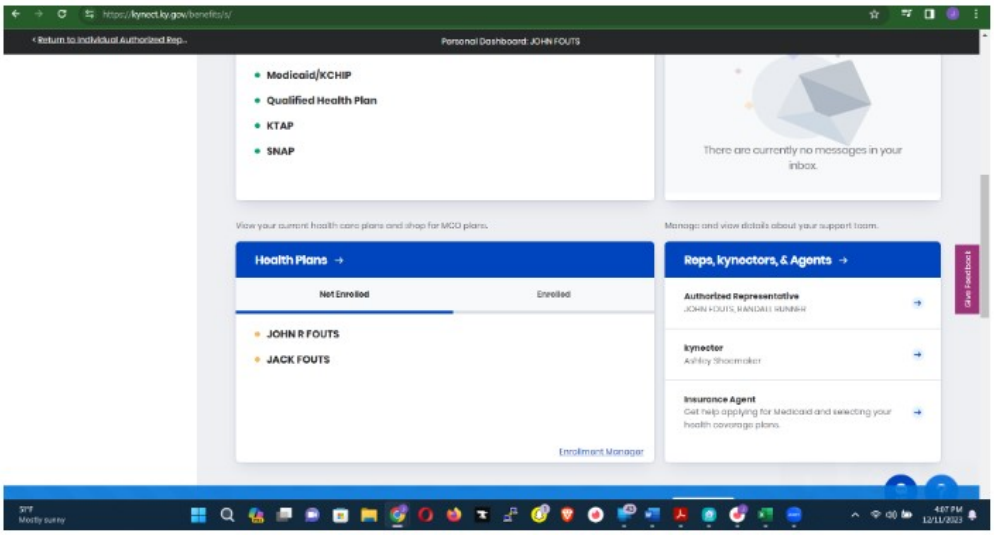
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

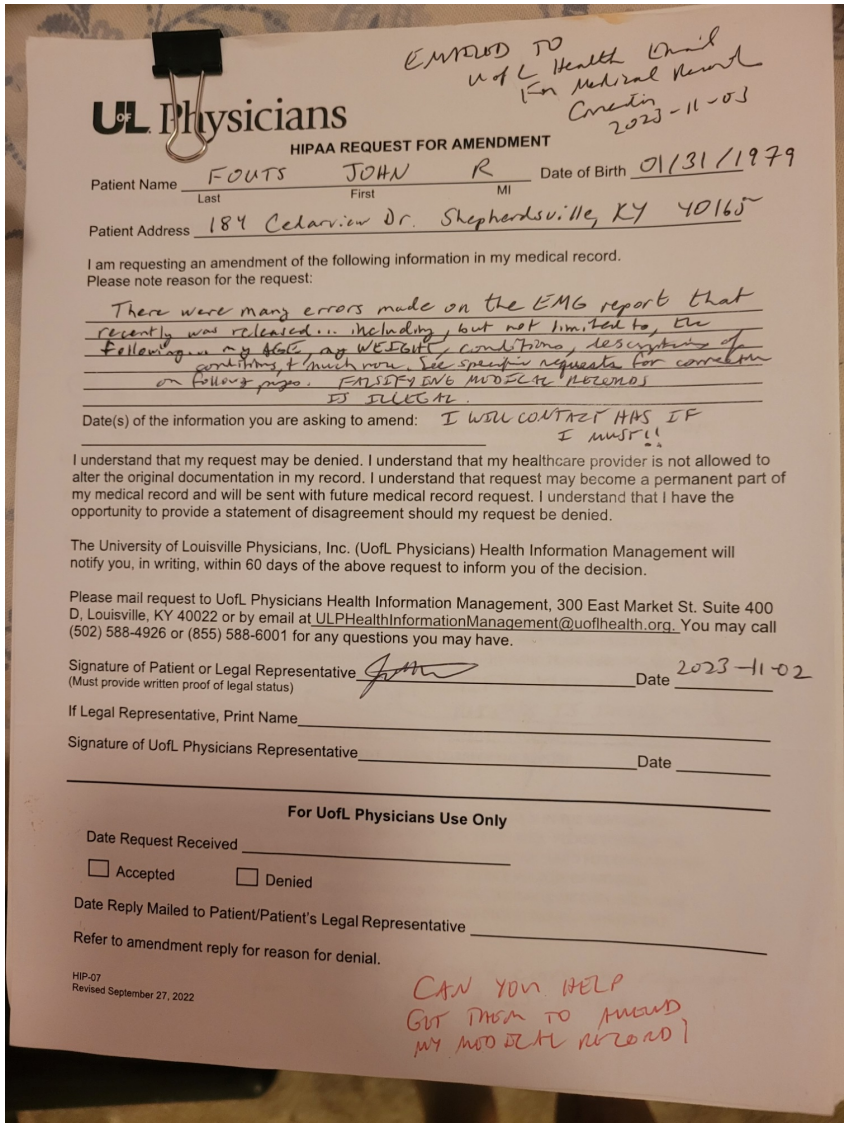
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: my AGE, my WEIGHT, conditions, descriptions of conditions, & much more. See specific requests for correction on follow page. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

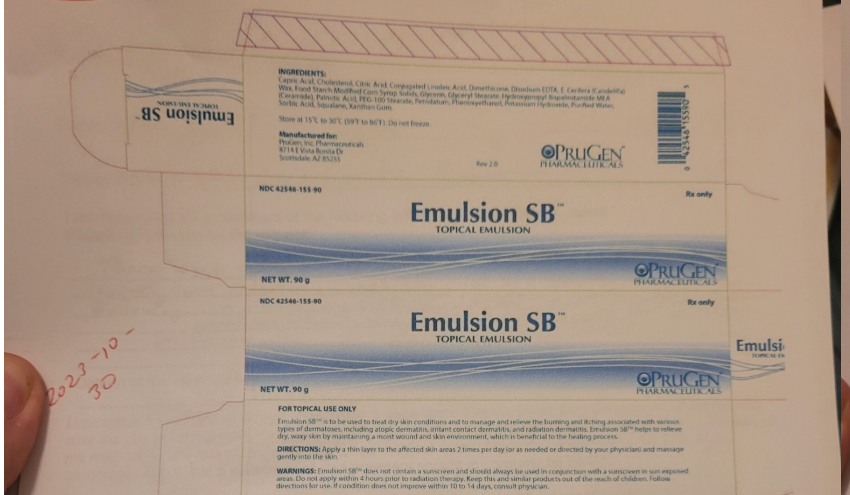
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

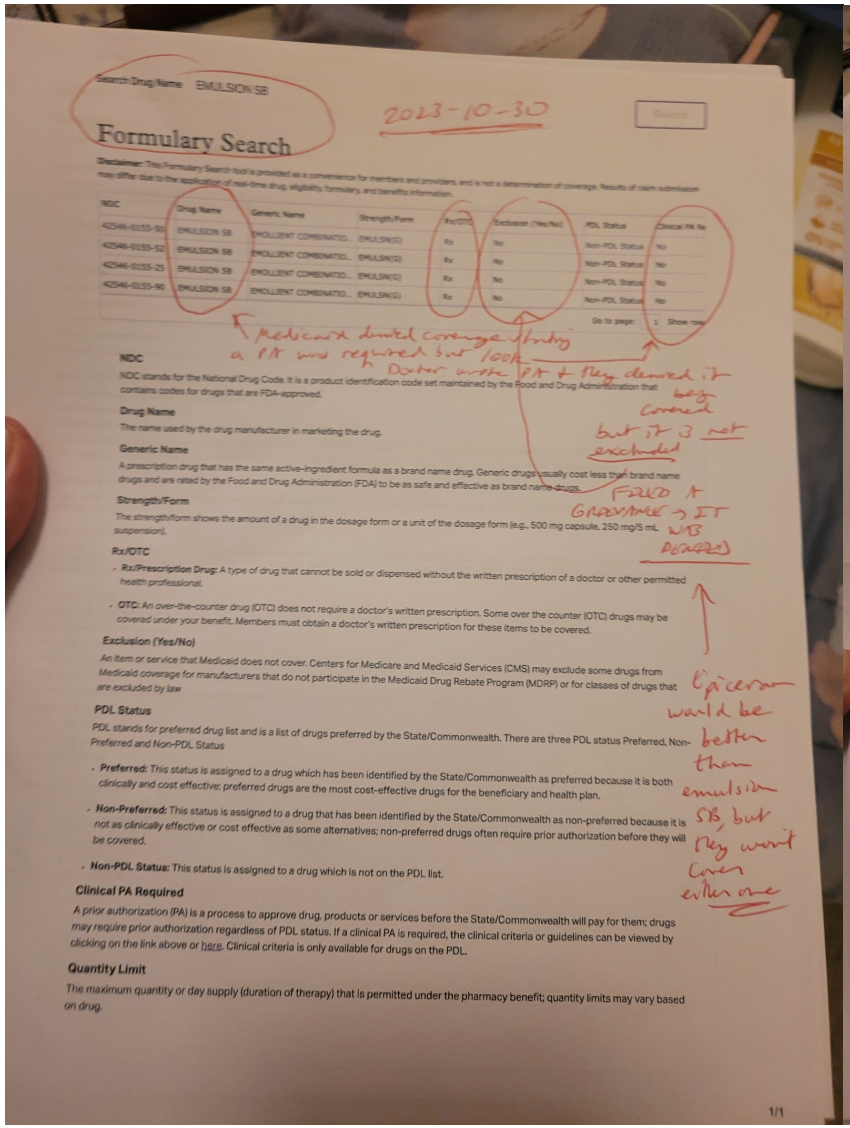
INGREDIENTS

Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255

Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GRADIENT → IT WAS DENIED

Pharmacist would be better than emulsion SB, but they won't cover either one

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

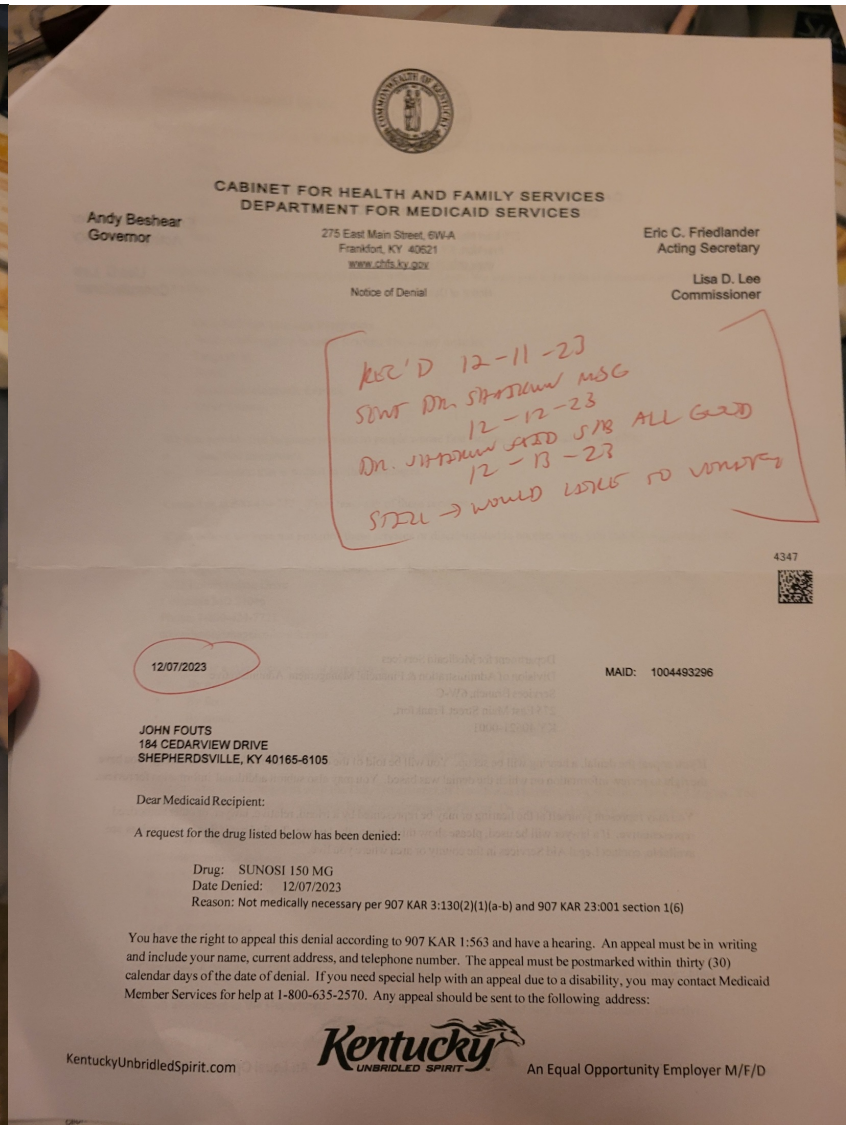
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG
12-12-23
DR. STRICKLAND SAID S/B ALL GOOD
12-13-23
STILL → WOULD LOSE TO VOMITY

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

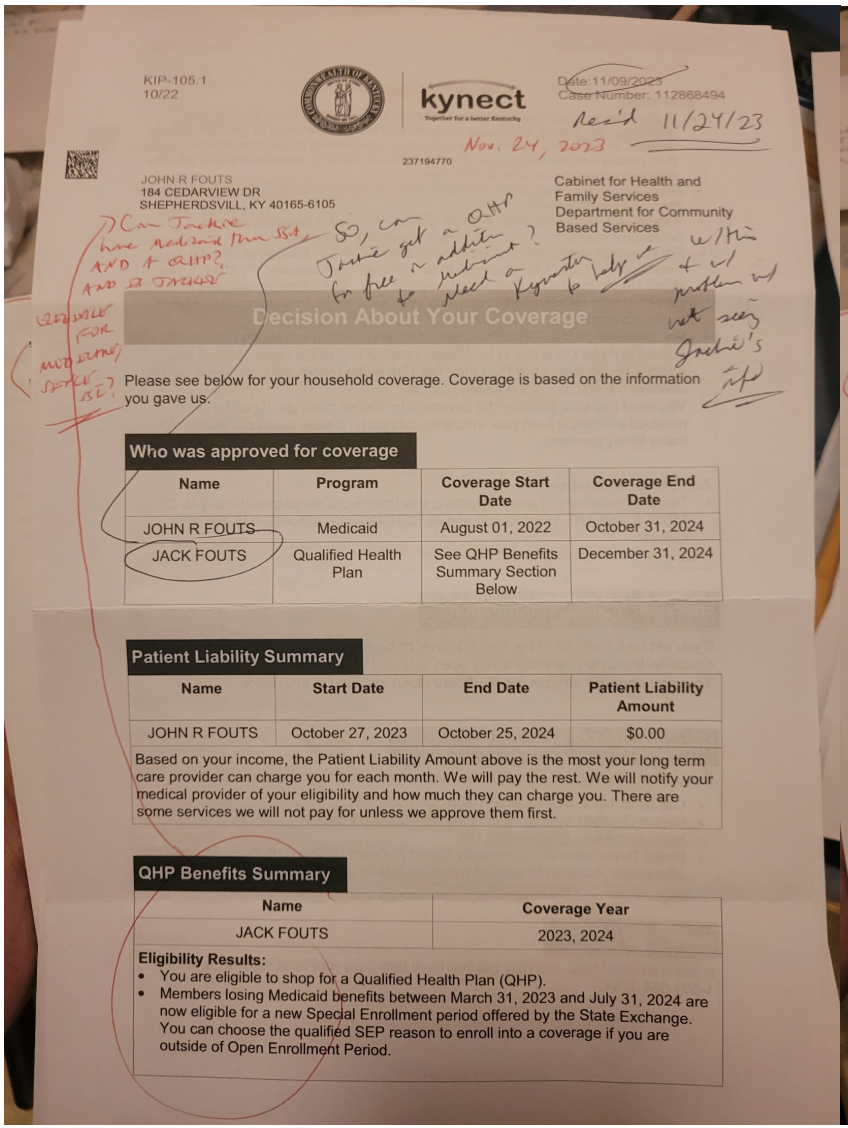
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

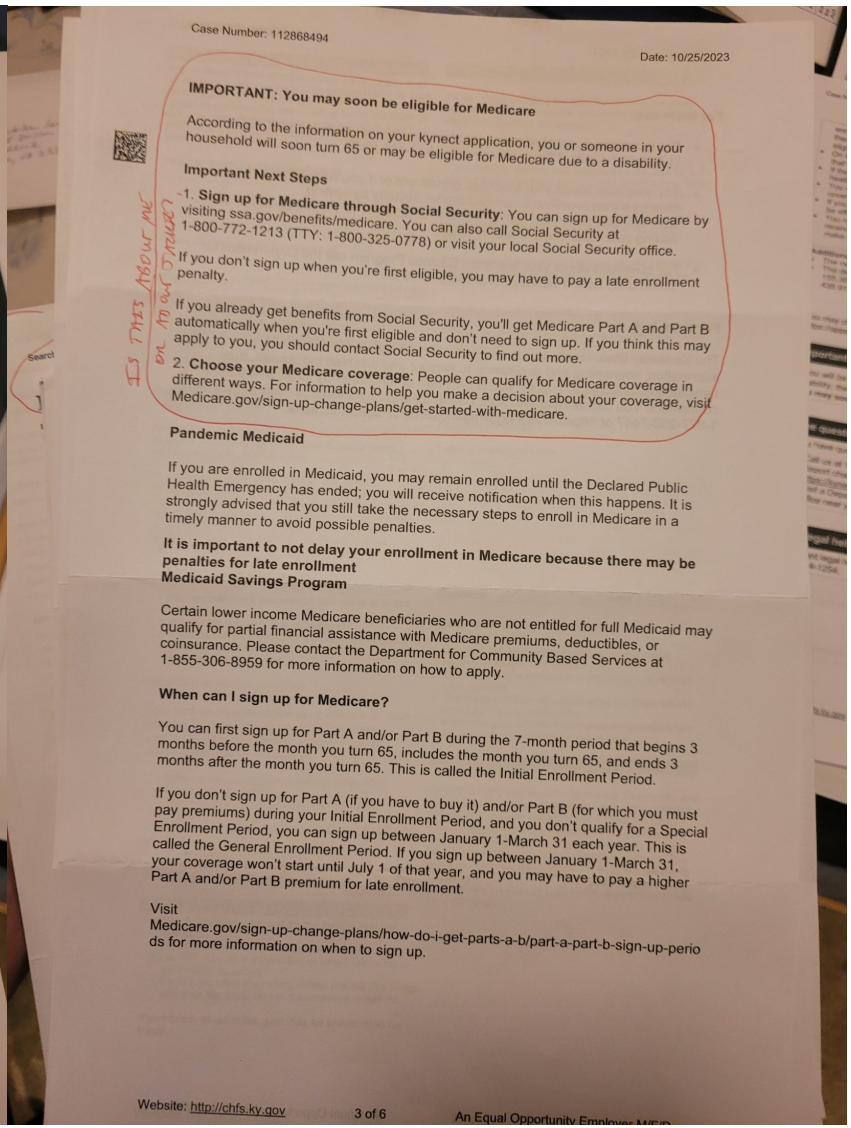
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

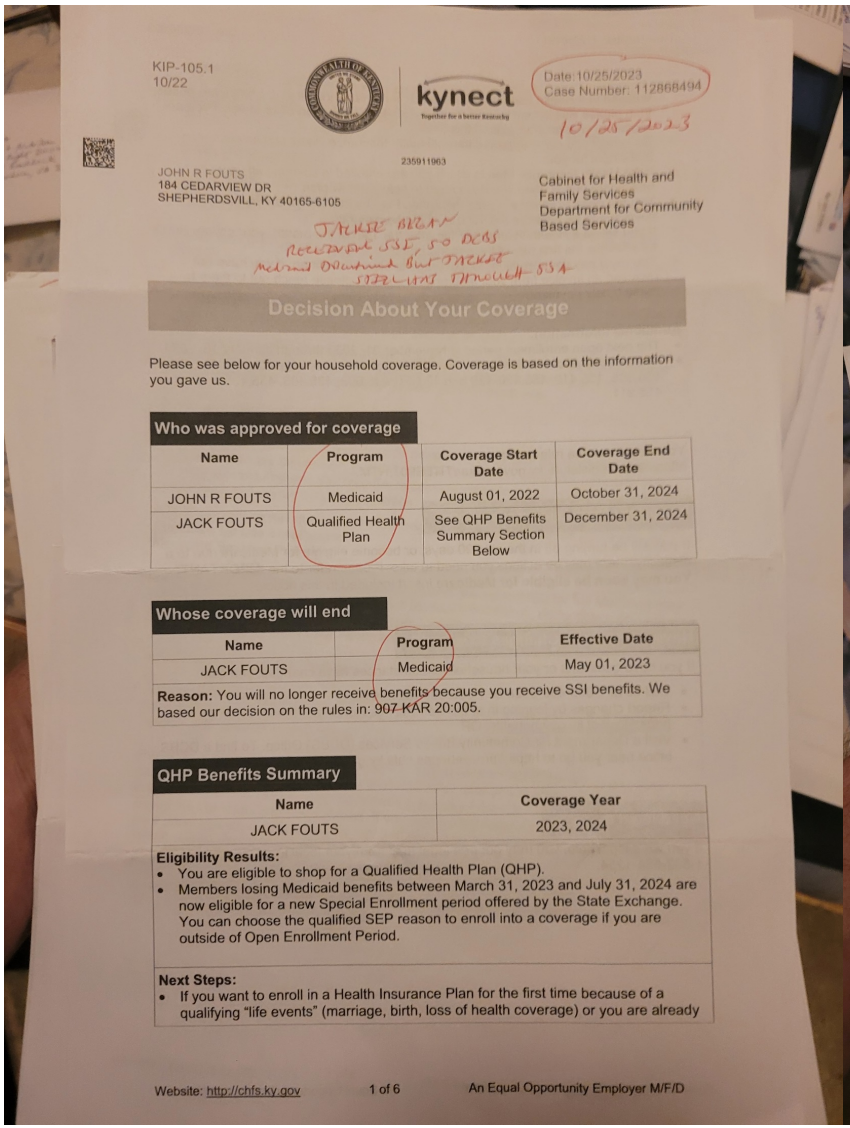
If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov

3 of 6

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVING SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS INCOME THROUGH SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

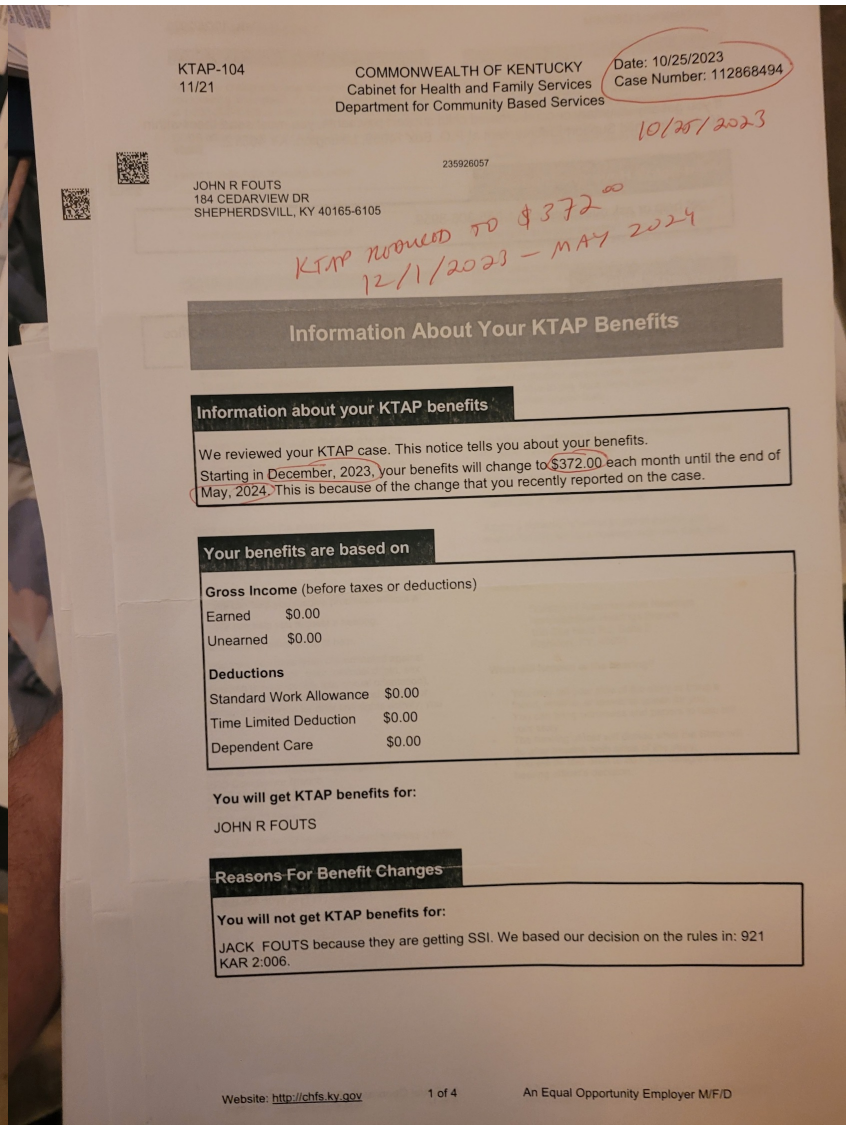
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

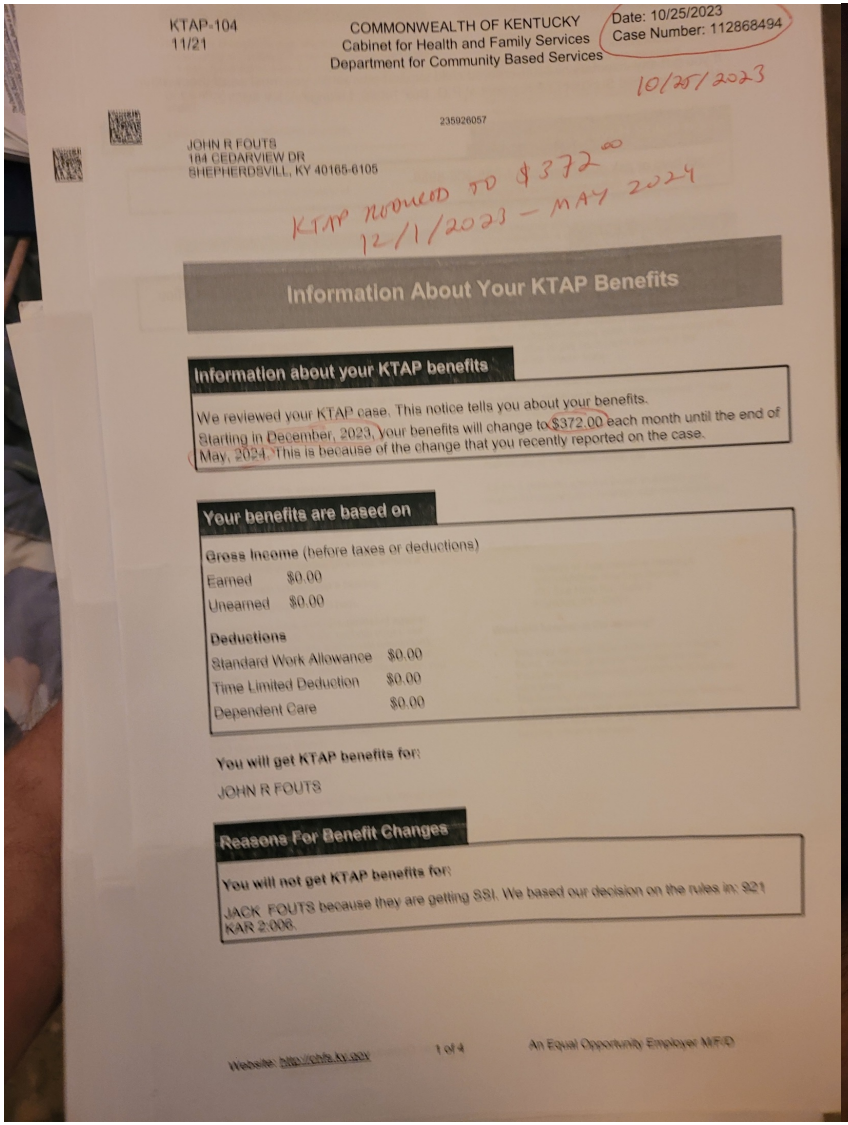
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

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You will get KTAP benefits for:

JOHN R FOUTS

Reasons For Benefit Changes

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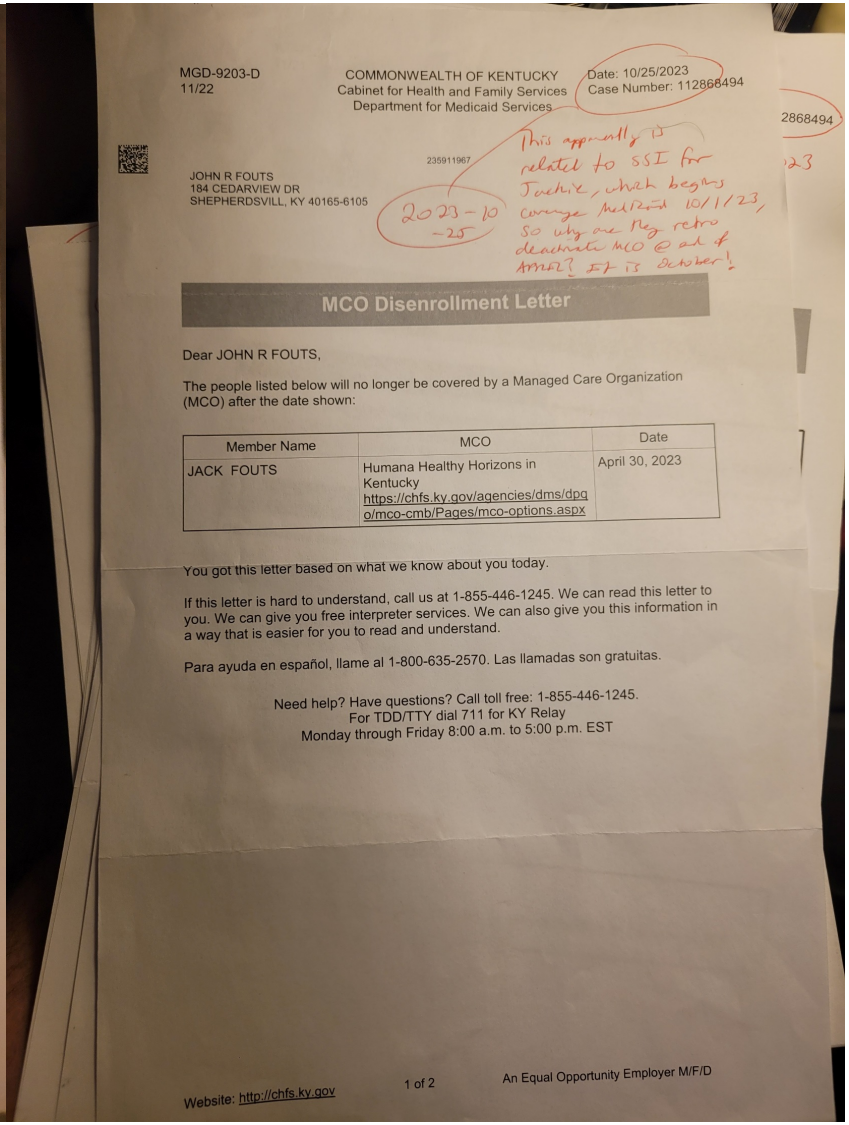
JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

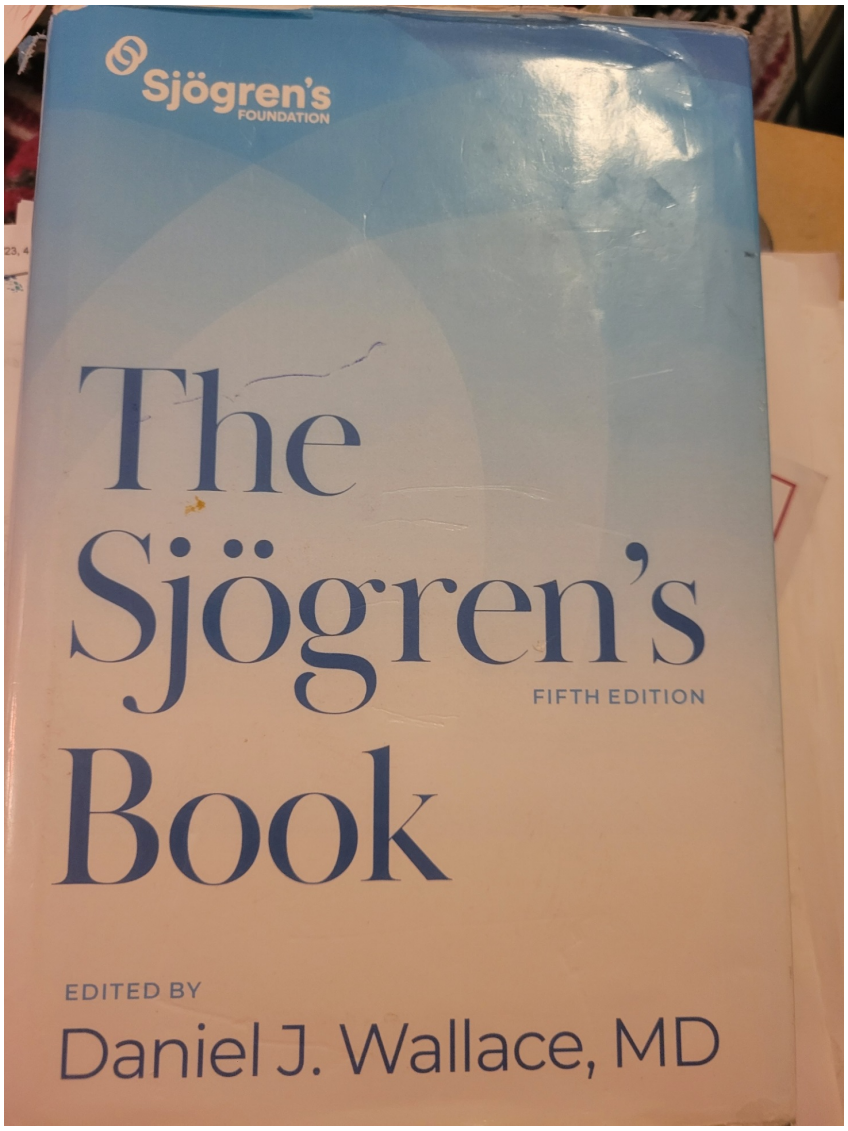
You got this letter based on what we know about you today.

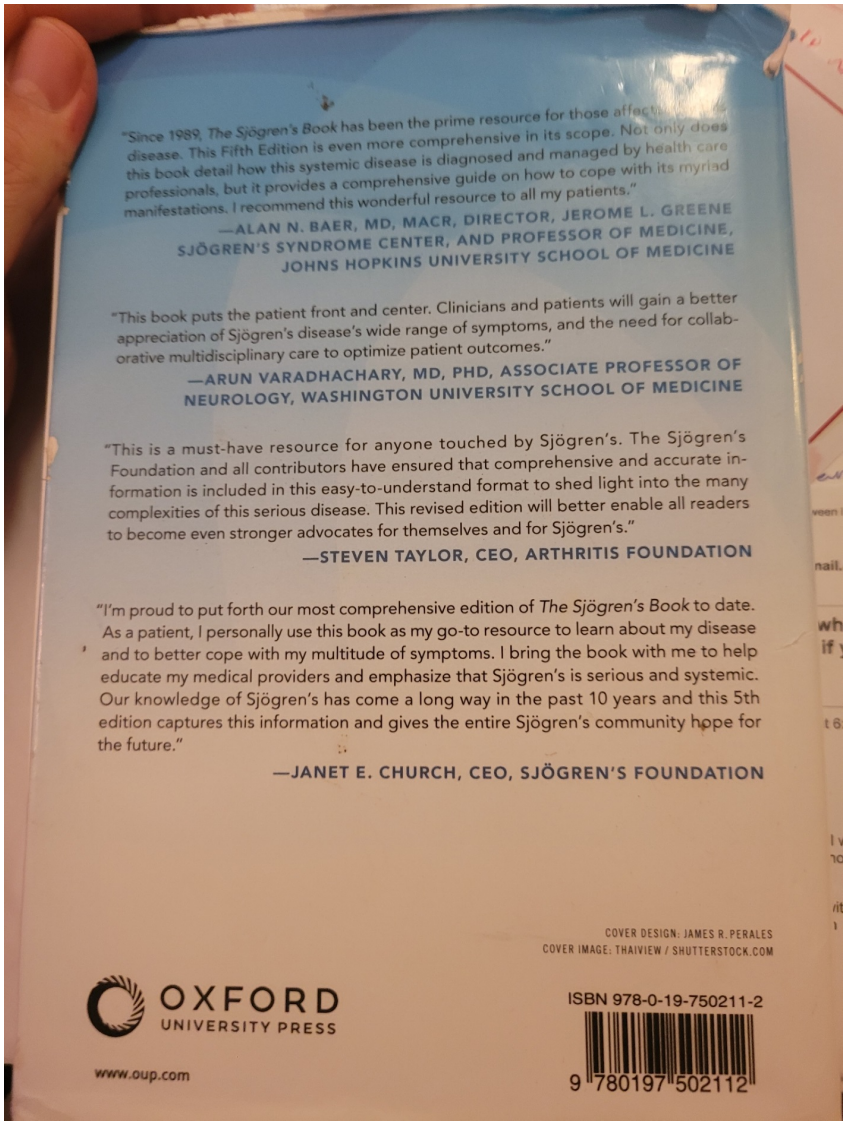
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The Sjögren's Book
FIFTH EDITION
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, March 29, 2024 8:52 PM
To: Zachary Grider
Subject: Fwd: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Dec 16, 2023 at 12:57 PM
Subject: Hope you are okay!
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.

You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)

Some basic questions....

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

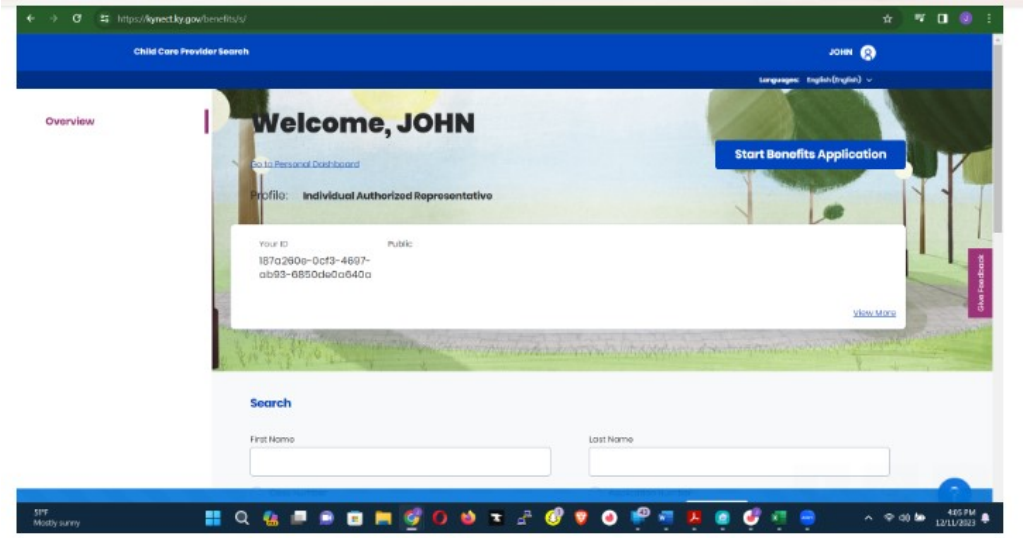
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

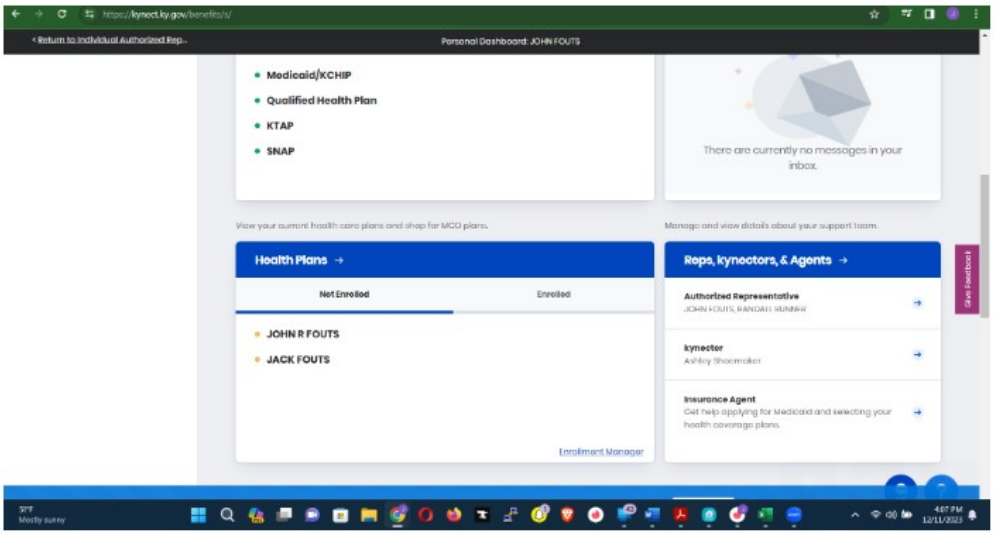
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

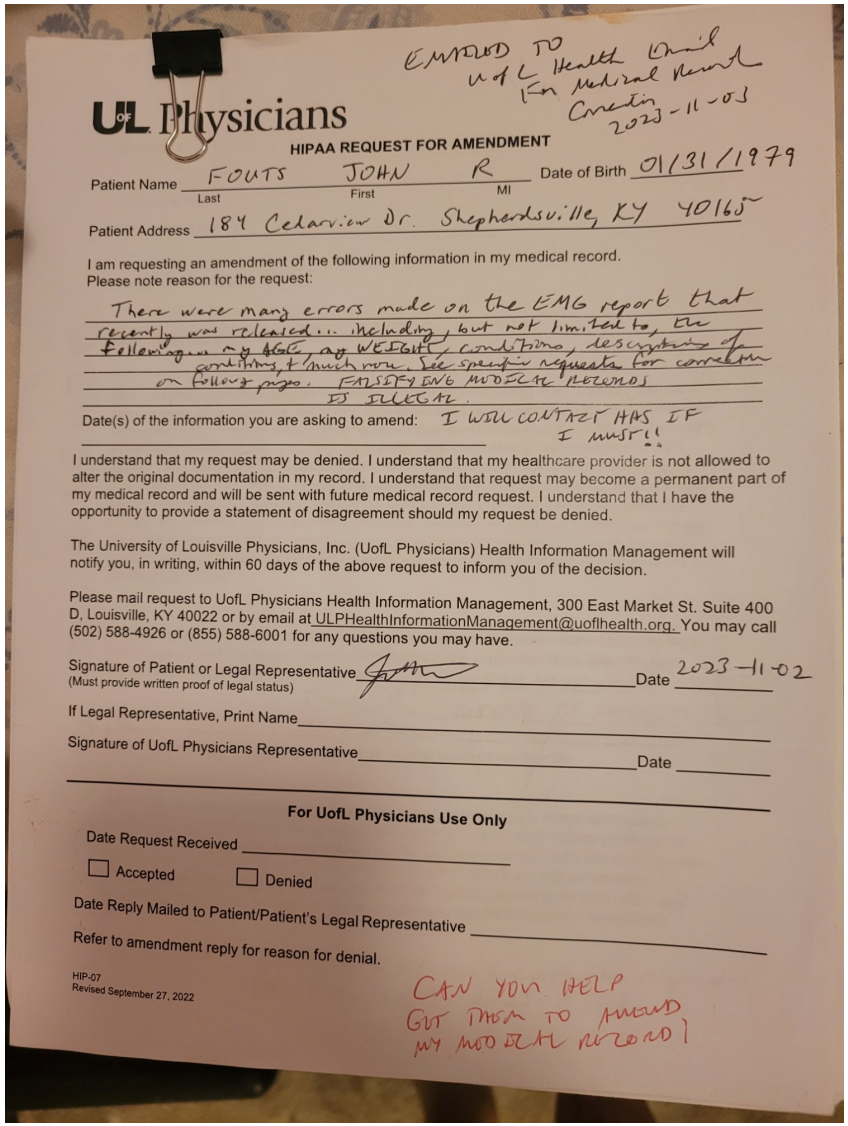
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: my AGE, my WEIGHT, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

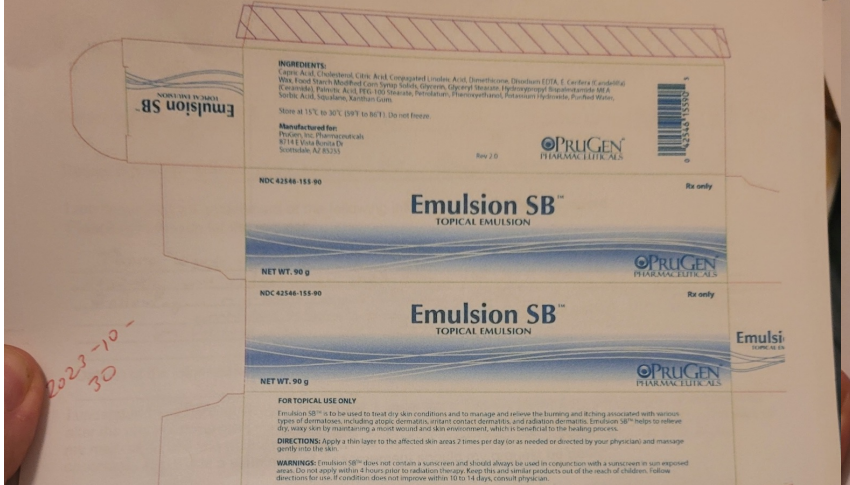
☐ Accepted ☐ Denied

Date Reply Mailed to Patient/Patient's Legal Representative _____

Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.

EMULSION SB
dressing, wound, drug

Product Information

Product Type	PRESCRIPTION MEDICAL DEVICE	Item Code (Source)	NHRIC:42546-155

Packaging

#	Item Code	Package Description	Marketing Start Date	Marketing End Date
1	NHRIC:42546-155-90	1 in 1 BOX		
1		90 g in 1 TUBE		
2	NHRIC:42546-155-50	1 in 1 BOX		
2		50 g in 1 TUBE		
3	NHRIC:42546-155-52	2 in 1 BOX		
3		50 g in 1 TUBE		

Marketing Information

Marketing Category	Application Number or Monograph Citation	Marketing Start Date	Marketing End Date
premarket notification	K110732	05/05/2011	

Labeler - PruGen, Inc. (929922750)

Revised: 8/2012 PruGen, Inc.

EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY

Emulsion SB External Emulsion

DESCRIPTION

Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.

INDICATIONS & USAGE

Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.

CONTRAINDICATIONS

Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.

WARNINGS

- Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
- Do not apply within 4 hours prior to radiation therapy
- Keep this and similar products out of the reach of children
- Follow directions for use
- If condition does not improve within 10 to 14 days, consult physician

PRECAUTIONS AND OBSERVATIONS

For the treatment of any dermal wound, consult a physician.

- Use Emulsion SB only as directed
- Emulsion SB is for external use only and should not be ingested or taken internally
- If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
- In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist

INSTRUCTIONS FOR USE

Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.

INGREDIENTS

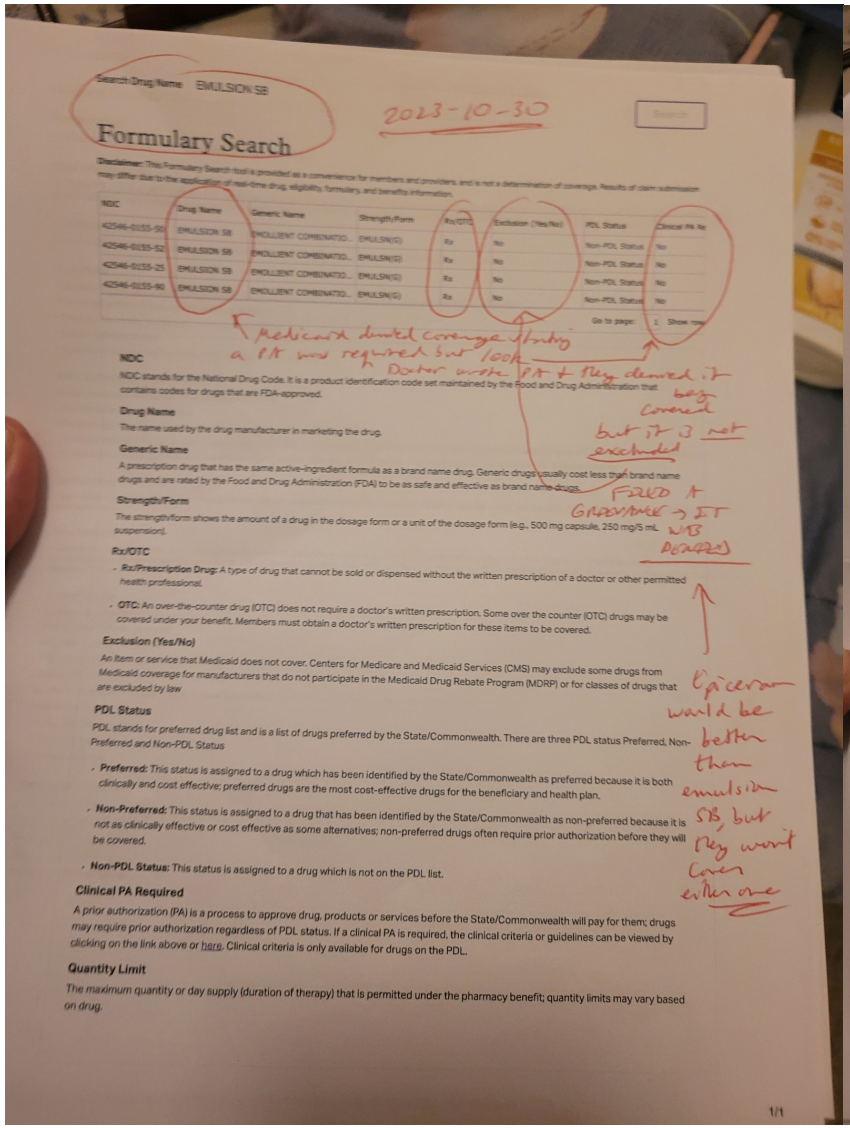
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.

HOW SUPPLIED

Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255

Emulsion SB Carton Label

NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I took Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GRADIENT → IT WAS DENIED

Pharmacy would be better than emulsion SB, but they won't cover either one

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

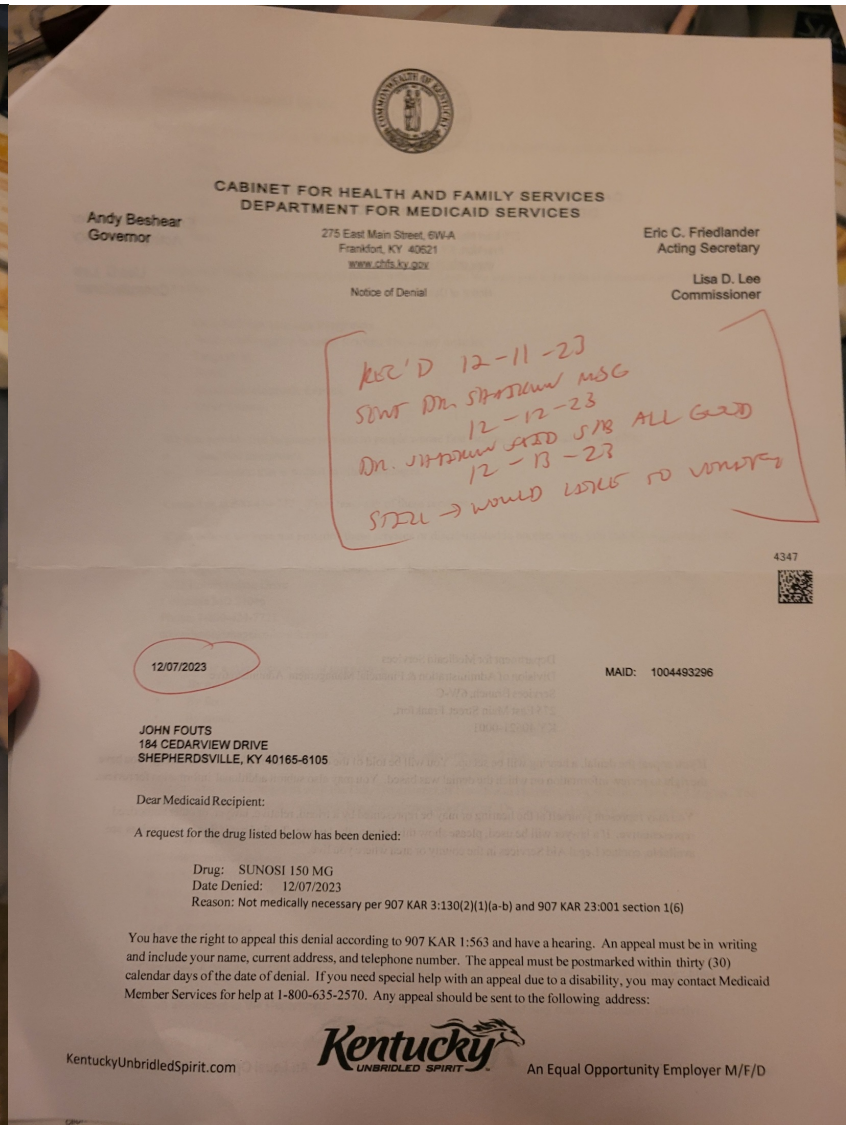
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LIKELY BE DENIED

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

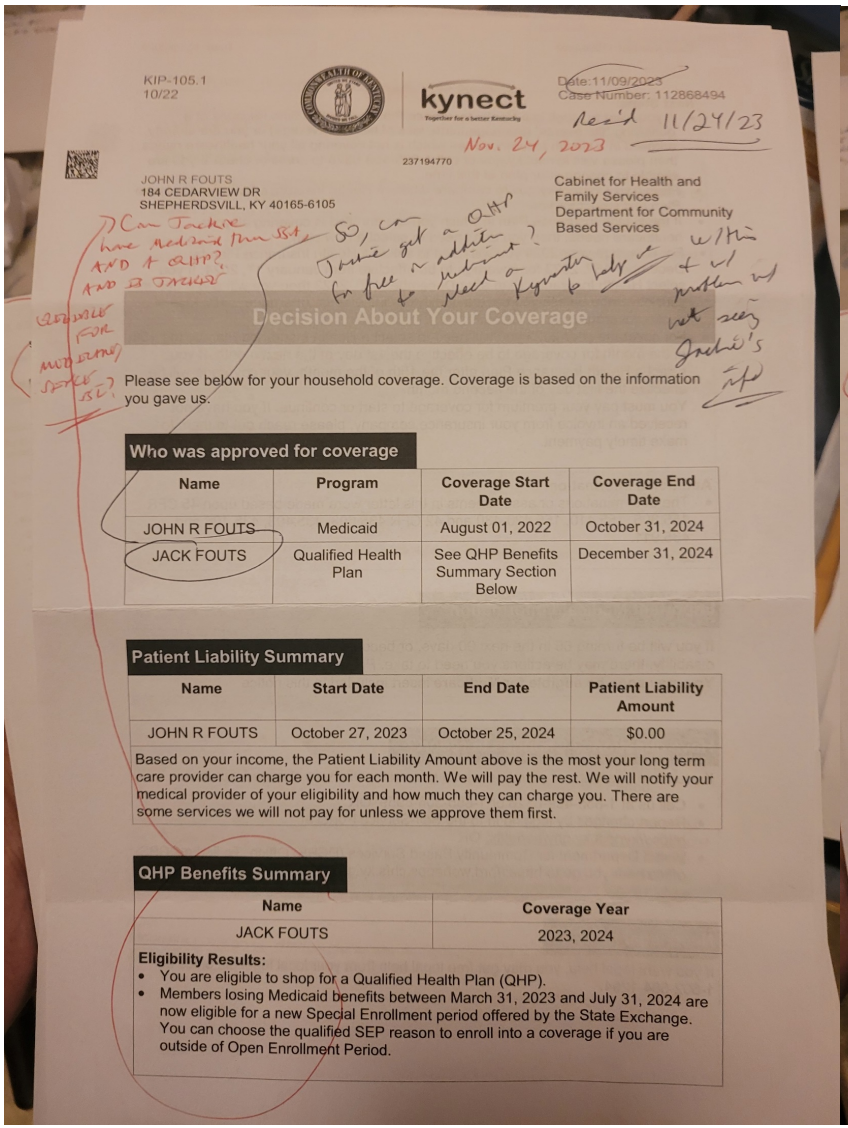
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

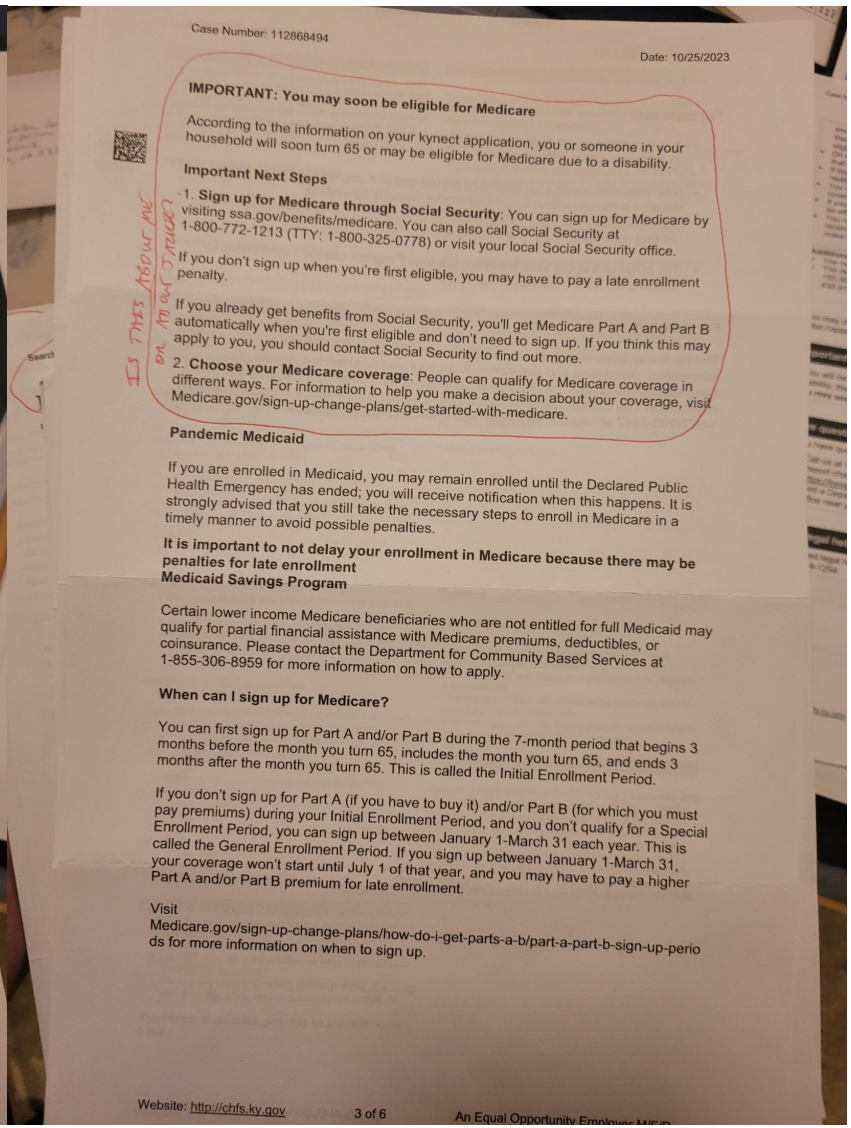
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

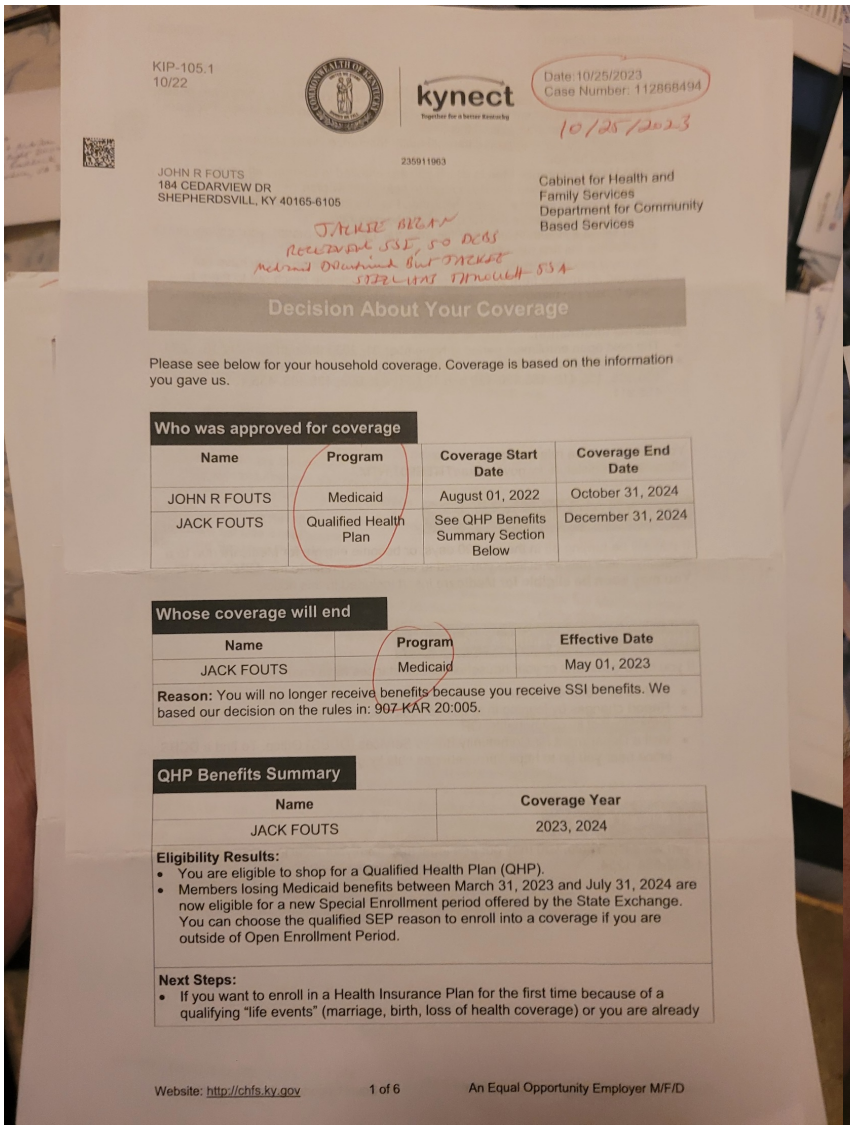
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEAN
RECEIVED SSI, SO DCBS Medicaid Discontinued But JACKIE STILL HAS Through SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

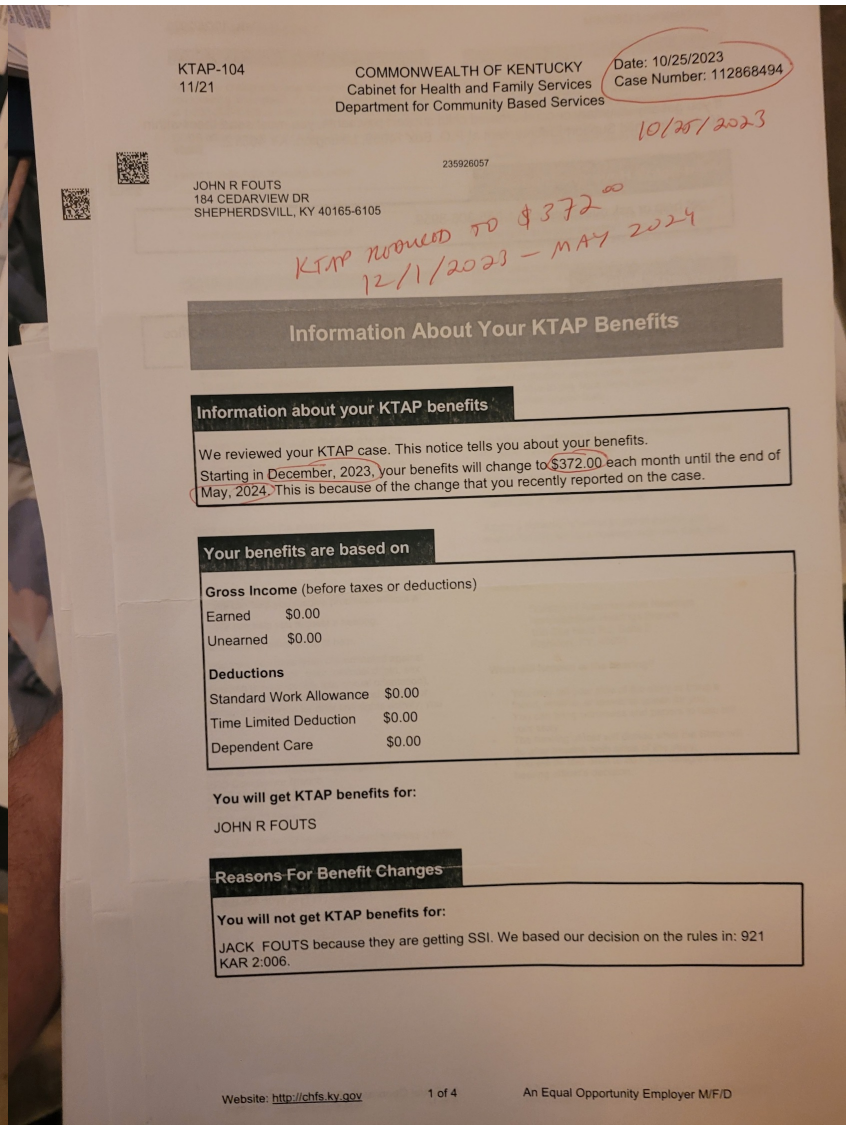
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

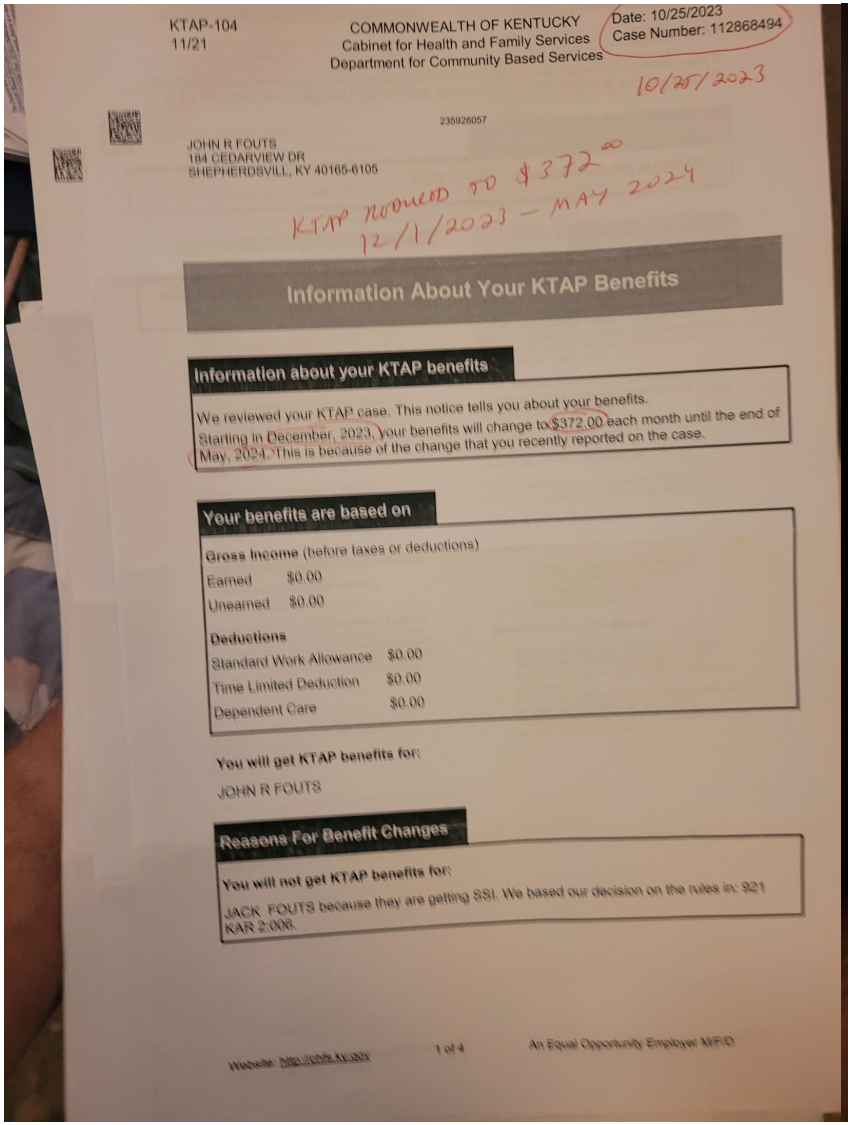
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

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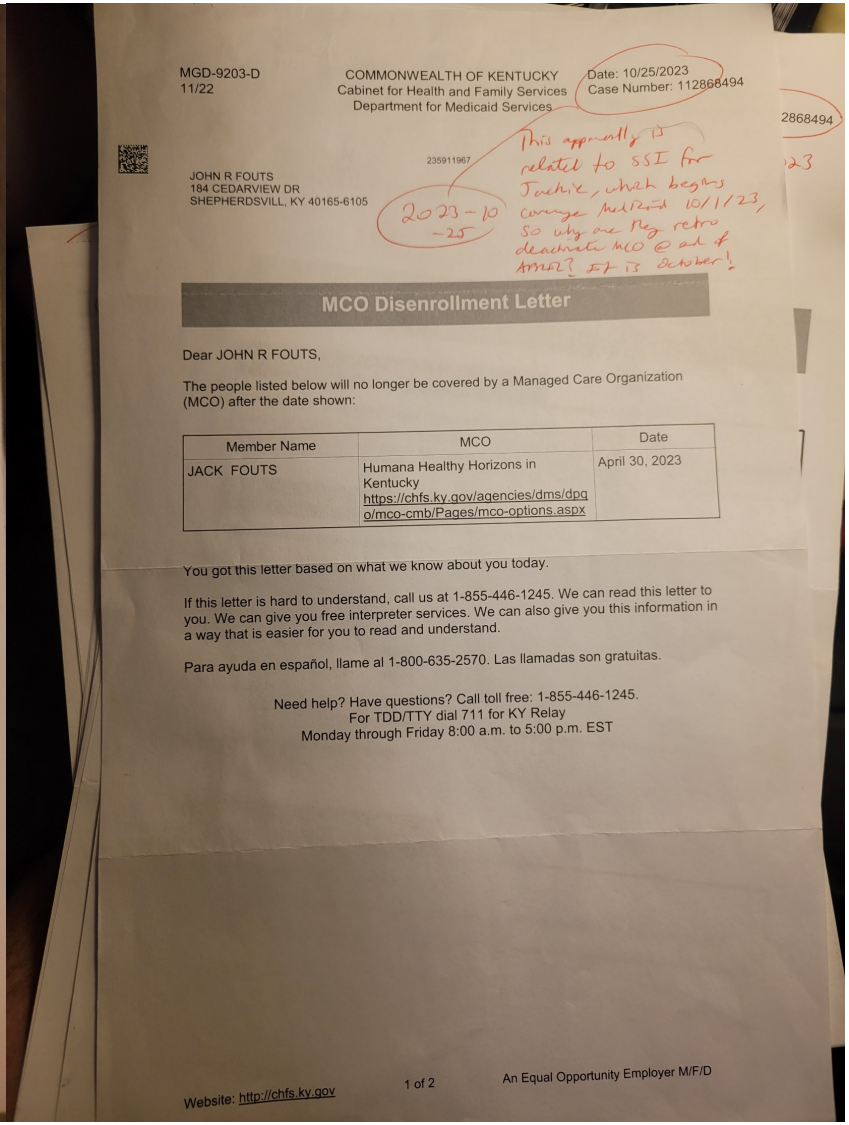
Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of April? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

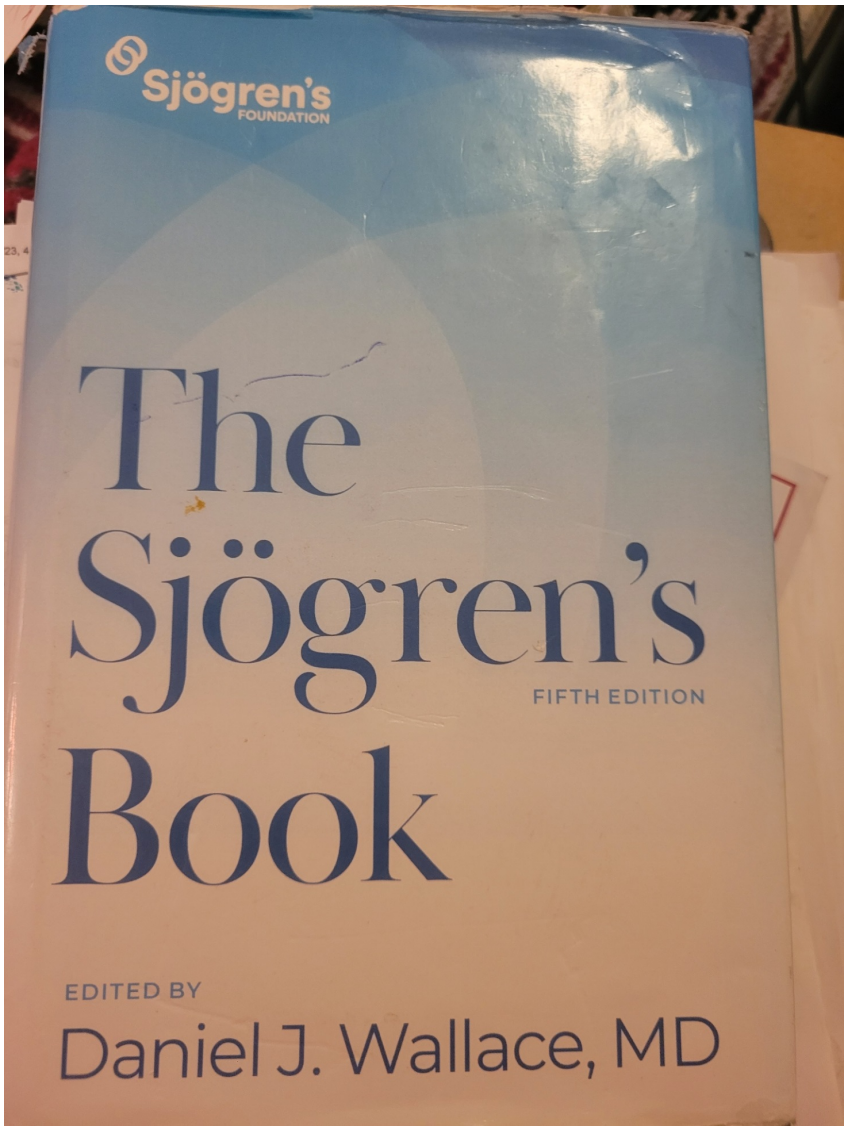
You got this letter based on what we know about you today.

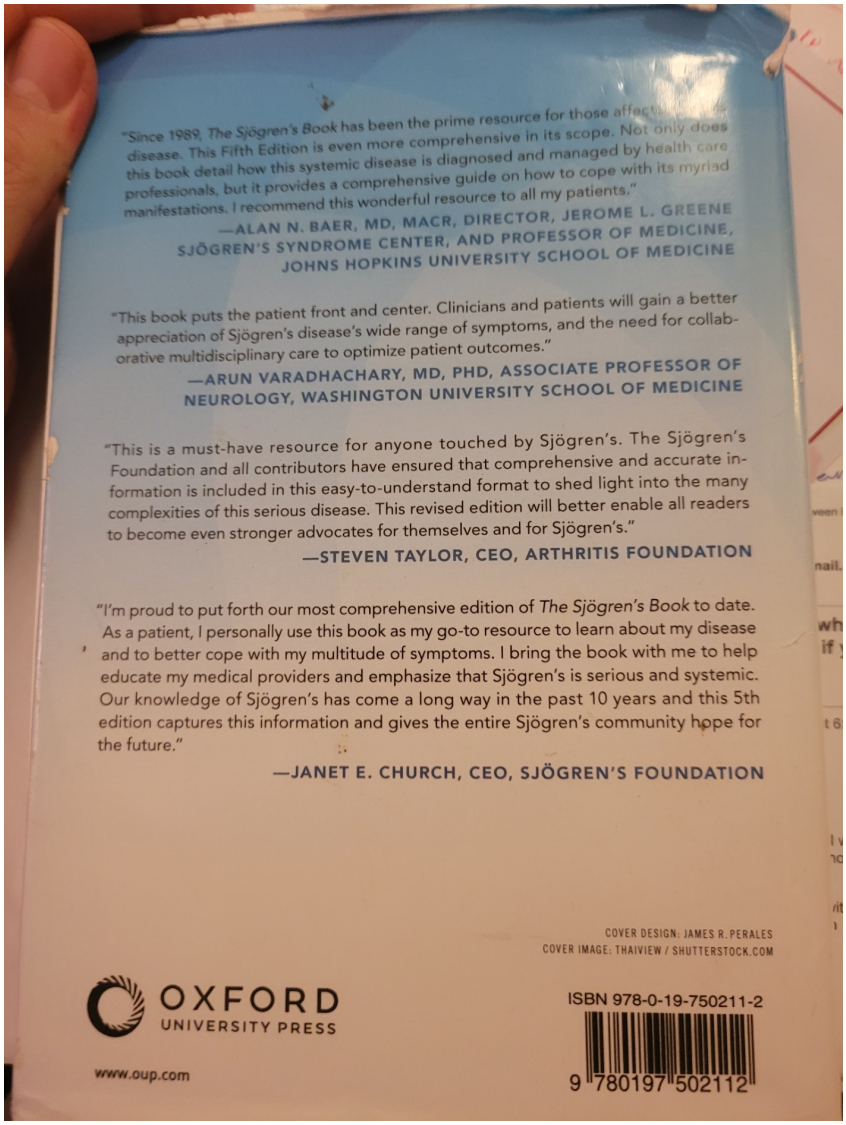
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, March 29, 2024 8:52 PM
To: Zachary Grider
Subject: Fwd: Hope you are okay!
Attachments: image.png; 20231214_162945.jpg; 20231214_162938.jpg; 20231214_162929.jpg; 20231214_162919.jpg; 20231214_162907.jpg; 20231214_162854.jpg; 20231214_162846.jpg; 20231214_162839.jpg; 20231214_162830.jpg; 20231214_162828.jpg; 20231214_162819.jpg; 20231214_164424.jpg; 20231214_164432.jpg

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Dec 16, 2023 at 12:57 PM
Subject: Hope you are okay!
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

I just hope you are okay. I have been involved in a number of car accidents in my life and know how bad they can suck.

I know it seems like I wrote a freaking novel - but this that I sent to you, believe it or not, is the condensed version...

John

On Fri, Dec 15, 2023 at 10:26 AM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, I will look through all of this on Monday. I was involved in a car accident the afternoon that I saw you and will not be returning to office until Monday. I will get back to you asap!
>
> On Thu, Dec 14, 2023 at 3:51 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Jessica,
> >
> > Hi again. So first off some basic questions and statements.
> >
> > ---
> >
> > You work for The Ole Home Place (so I remember!!)
> > You recommended The Marion House -- and I went with your suggestion. You said that a leader there is named Danielle Florence to give me a name.
> > You stated you work across the street from them which can help out sometimes with communication (again all this so I can remember our discussion).
> > We said we'd start with 20 hours per week and could adjust up or down at any time.

You said you'd see me once per month and that I could call or email in between if I needed within reason (these initial emails are just to get you caught up to speed with the things you asked for)

Some basic questions....

Where can I find a provider directory for traditional medicaid? Does one exist? I want to make sure the providers I see are 'in network' still...

Do you need me to sign any separate forms for medical records release to you? Or consent to allow you access to MyChart or anything??

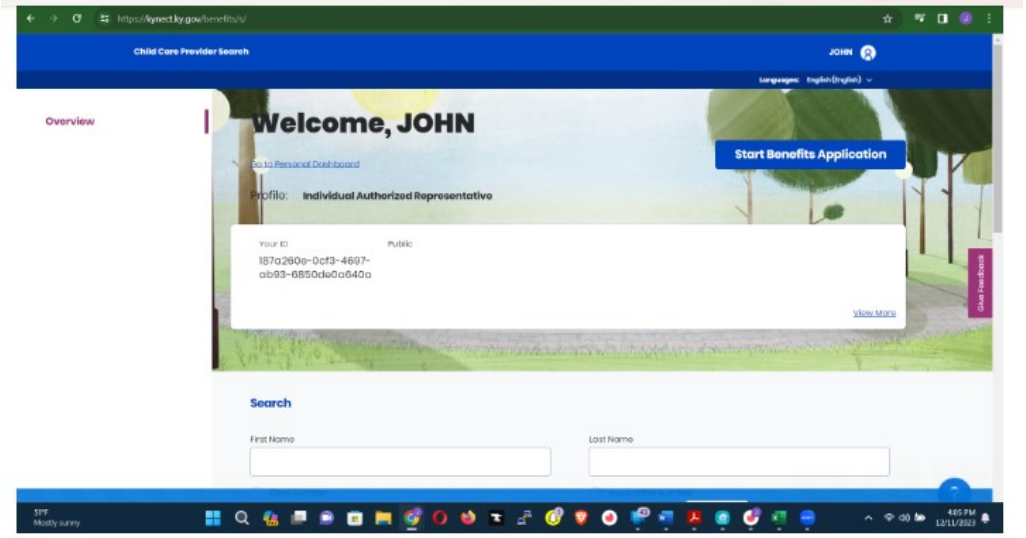
Is there a drug formulary that is available online that I can have? I'd actually prefer a print copy of the formulary and the provider directory AND an electronic copy -- my eyes are very finicky and persnickety.

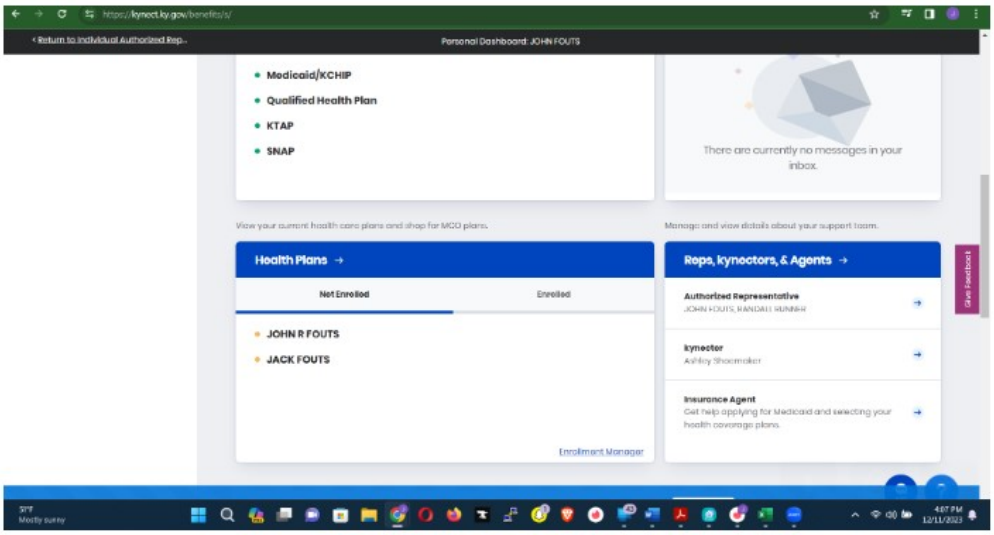
I do have some good news today -- Jackie's SSI is going up from $684 per month to $713 per month beginning in January.....first monthly payment was 11/1/2023, 2nd 12/1/2023, third will be 1/1/2024....anyway - that is good news for Jackie.

If a provider states that they 'only accept Anthem' or only 'accept Passport' or something -- don't they by default, have to accept traditional medicaid, because they have a KY Medicaid Payor ID?

I have been trying to schedule with Dr. Zemba (who is an Atlas bone doctor / does atlas bone manipulations - my Atlas is twisted and likely contributing to neuronal signal degradation both ways (up and down) and could be leading to misfiring nerve signals. His office stated that they don't take traditional medicaid...that they only take Anthem and Aetna and/or Anthem and Passport....just trying to understand the Medicaid rules that are clear as mud....

When Jackie became eligible for Medicaid through SSI via SSA....I was, at first, not apparently set up as an authorized person to help Jackie (which is weird - because I am the only one who ever has been for this stuff) -- so I finally got them to re-add me and they saw where they forgot to add some things -- but ever since they had me become an authorized representative - I now lost access to the Medicaid Waiver dashboards for both of us (me and Jackie -- Jackie is on waiting list for Michelle P.. Waiver and the SCL waiver is pending documents but I have no idea what they are as I haven't been able to see the dashboard for weeks at this point)....





I spent over 20 hours over weeks trying to get answers - I am still nowhere.

Most recently, a couple of days ago, I sent another email to the Medicaid Help Desk - this time to a person named Maddison. She has been helpful in the past. She said it normally takes a couple of days for it to get worked out by the help desk tech support team there - but I think this is a different animal.

You can see - I also can see absolutely NO information about Jackie....so it is a major problem as I am the 'ONLY ONE' who can see information about Jackie...

The person that got the furthest with me was a DCBS Medicaid Waiver "Principal" who kept getting an error message stating A KOG account is required to view the self support portal - but my email address was already on file....and the KOG help desk kept saying ... we see there is an account what is the problem.....so it was a vicious circle of non-resolution.....Maddison said it might take a little extra time because of the holidays....but I am now not notified of any to-dos or any requirements or changes or notifications, and the dashboards are missing and I cannot access my child's information at all....so it is urgent....Do you know anyone that can help with this?

The SNAP mediation thing is about the USDA/SNAP/DCBS saying I owed back money - and considering a big fat $0 of medical expenses....then stating that they don't consider them because I am under age 65...but in the Code of Federal Regulations it is not based on age....therefore they are discriminating against me because I am disabled and under age 65 and there is a clause in the USDA statutes that says they do not discriminate based on age or disability so they are kind of screwed I think -- yet they continue to drag me through hell in hopes that I will drop things and payback a bunch of money I should not/do not owe. If you know anyone that can help please let me know.

Doc Date: 10/25/2023:

MGD-9203-D

This apparently is related to SSI for Jackie, which begins, coverage for Medicaid 10/1/2023, so why are they retro deactivating the MCO back to April 30? Jackie had claims in between - and I am not able to see ANY information on Jackie. It is shady...

Doc Date: 10/25/2023

KTAP-104

KTAP reduced to $372 12/1/2023 through end of May 2024

Doc Date: 10/25/2023

KIP-105.1

Jackie began receiving SSI, so DCBS Medicaid Discontinued but Jackie still has through SSA...I am just now no longer able to see anything about Jackie.

DCBS says Jackie is eligible for a QHP - Qualified Health Plan - so - would his be like a secondary insurance for Medicaid? Is there any deductible or premium? What are the options? I am not able to see anything about the situation...

Same document says "You may soon be eligible for Medicare - see circled area - are they talking about me or about Jackie? Jackie is receiving SSI now...is Jackie going to be eligible for Medicare?

Says Jackie's Medicaid coverage will end 5/1/2023....???

Doc Date: 11/09/2023 -- rec'd 11/24/2023

KIP-105.1

Same thing - but this time - does not state Jackie's end of Medicaid date per previous document???

Not going to bog you down with more on this stuff - not sure if you are able to see the case number or not....I'm not able to for Jackie and my case number is different now, and I don't understand the vast majority of SNAP and KTAP changes often just days apart. If you are able to see inside the self service portal for me, you will see what I mean.

My case number, and the one that Jackie used to also be on is: 112868494

Jackie's new case number is: 113242894.

Back on 11/08/2023 which was one of the times I was trying to get this straightened out, I was given a ticket number by the 'Worker Portal Tech Team' of 231127-011503 and told that they do not give ETAs for ticket resolution and it will get done when it gets done.

When I called back to check on it - nobody could even find the ticket....

I don't know what I can do to get it resolved - but it needs to be resolved -- should I schedule a meeting with the Governor? I am really asking that....

See attachments...

When insurance would not cover Epiceram Cream....I looked at the formulary....and found something called Emulsion SB ... it has different NDC numbers (4 diff ones) see attached...all of them say that it requires a rx....that it is not excluded and that no PA is required.....despite that.....Medicaid required a PA....my doctor and pharmacy submitted it and then they denied it again stating it is not covered....I filed a grievance and it was also denied.....see attachment showing coverage of the item....

Can you help?

On 10/27/2023 -- had EMG at U of L -- they got my age wrong, they got my weight wrong, they made false claims, they said my major was computer engineering - which it isn't - they said my leg had no lesions or fasciculations present - but it had both - the stud showed absent medial nerve response on left side - they claimed it was a normal study - etc... On 10/27/2023 - I submitted a chart correction request and then on 2023-11-03 I emailed it to U of L Health Email for Medical Records Correction - it was my understanding that they had 30 days to respond...well--it is 2023-12-14 and I have heard nothing -- can you help?

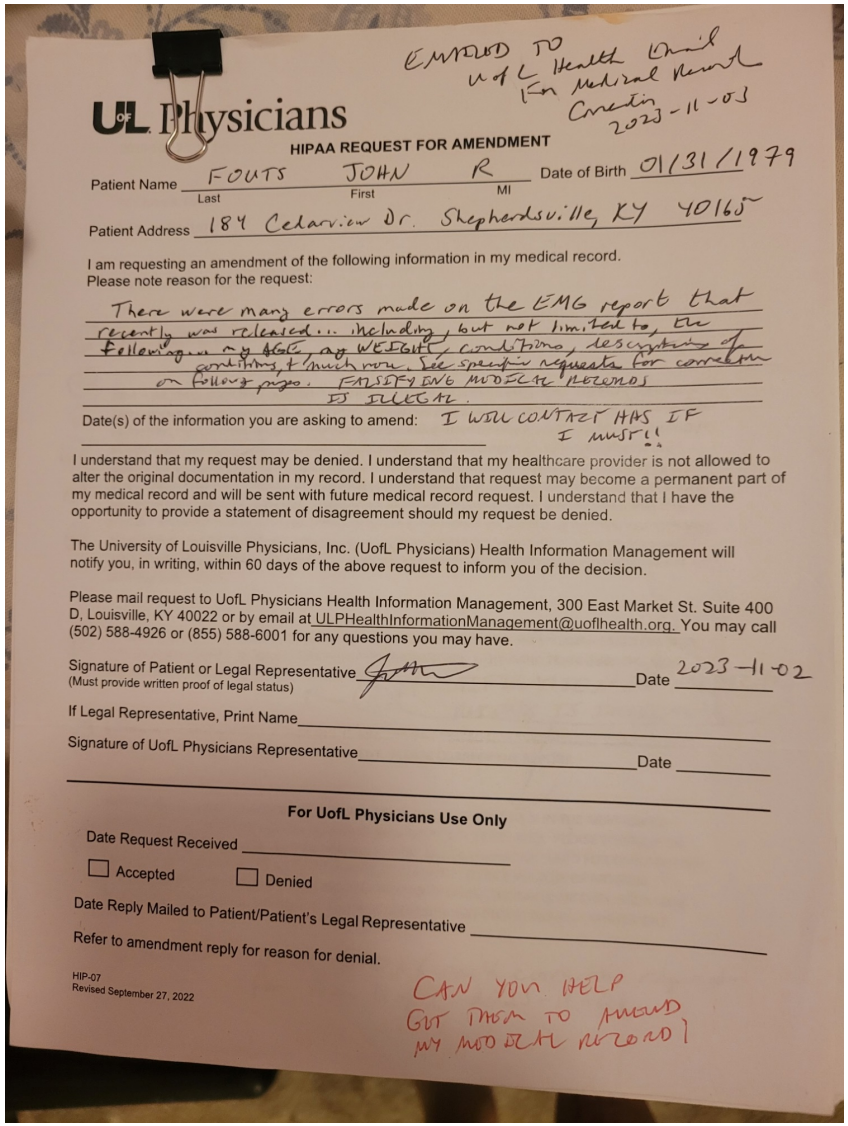
And last but not least - I am stuck in a pharmacy lock-in program which has made life hell for me because there is still an adderall shortage at times etc.... I don't know if moving to the Medicaid Waiver program gets rid of the lock-in or what.... I do not belong in the lock-in program anyway.....and appealed but lost....

I used to live in the Highlands in Louisville.....and a few years ago....when I started seeing my former PCP (Dr. Murphy)....Dr. Bazant, Neuro had been handling Gabapentin....and Dr. Shaikun had been handling Adderall.....and I was not on Xanax then.....my former PCP said she could take over the Gabapentin Rx....and did - and that was nice because it saved me doctor visits.....and she also took over the Adderall but later on said I would need for the sleep doctor to manage it....so I did what she said and went back to Dr. Shaikun.....well....there was an Adderall shortage over the last year and a half...and so when a pharmacy could not fill my prescription (CVS on Bardstown Rd. in the Highlands) -- I called the doctor and asked them what to do....Dr. Shaikun said to call until I found a pharmacy that had it and then to call him back, and he would void the old rx and issue a new one (might have still been Dr. Murphy as rx back then), and then the new one would be called in to the pharmacy with inventory....since I take it for narcolepsy and excessive daytime sleepiness.....and to be able to function AT ALL....it is important that I take the prescription as directed....there was no overlap of prescription....there was not a duplicate prescription filled or anything.....well....former PCP told me I needed to see a Psychiatrist to manage Anxiety....and I really didn't want to, but she basically said if I wanted her to continue to see me, then I had to....so I started seeing the psychiatrist...he prescribed low dose of Xanax (which is too low to help me as much as I would like - but it is what it is....).....by the way....when the Adderall was not in stock at CVS....it was in stock at Kroger on Bardstown Rd.....

So on January 1st, I moved to Shepherdsville.....so....instead of driving to the Highlands to get rx, I moved all of our rx down here to Shepherdsville to CVS....where we live....and then I got a lock in notice and I was like WTF??? I did what I was supposed to do and I am being punished for it.....

As it turns out, per Humana, if you take 3 controlled substances, and have used 3 or more pharmacies in the last 2 years (I think it was two years), and there are different physicians prescribing controlled substances (even if not the same controlled substances)....Dr. Bilbro - Alprazolam (Xanax), Dr. Murphy (Gabapentin), Dr. Shaikun (Adderall), and the three pharmacies were CVS on Bardstown Rd., Kroger on Bardstown Rd., and CVS in Shepherdsville.....I don't think that me moving the rx to the local pharmacy where I lived should have landed me in a lock in program but what the heck do I know.....

Since the pharmacy often does not have the ability to cover many prescriptions due to stock issues on a timely basis....I'd like to try to find one that can....but I take a lot of prescriptions and this involves a monumental effort that I do not have energy for....and I use compounded creams and also I use specialty pharmacy medications (IVIG via AIC/AIS pharmacy) (Blink Rx for Epiceram) (Rx Alternatives for Ketamine compounded cream for musculoskeletal pain)...and each time if it is a pharmacy that is not CVS in Shepherdsville....then I have to get special permission from Medicaid to have a rx form the doctor filled and it is a huge time and energy zapper and often takes all I have in terms of energy for days....I am hoping you will tell me that I am no longer 'locked-in'. The Copper infusion as an example, has to be obtained from the Norton Cancer Center Pharmacy in the Hospital....CVS can't do that one....you know?



EMAILED TO U of L Health Email For Medical Records Creation 2023-11-03

UofL Physicians

HIPAA REQUEST FOR AMENDMENT

Patient Name FOUTS (Last) JOHN (First) R (MI) Date of Birth 01/31/1979

Patient Address 184 Cedarview Dr. Shepherdsville, KY 40165

I am requesting an amendment of the following information in my medical record.
Please note reason for the request:

There were many errors made on the EMG report that recently was released... including, but not limited to, the following: ~~my AGE, my WEIGHT~~, conditions, descriptions of conditions, & much more. See specific requests for correction on following pages. FALSIFYING MEDICAL RECORDS IS ILLEGAL.

Date(s) of the information you are asking to amend: I WILL CONTACT HIM IF I MUST!!

I understand that my request may be denied. I understand that my healthcare provider is not allowed to alter the original documentation in my record. I understand that request may become a permanent part of my medical record and will be sent with future medical record request. I understand that I have the opportunity to provide a statement of disagreement should my request be denied.

The University of Louisville Physicians, Inc. (UofL Physicians) Health Information Management will notify you, in writing, within 60 days of the above request to inform you of the decision.

Please mail request to UofL Physicians Health Information Management, 300 East Market St. Suite 400 D, Louisville, KY 40022 or by email at ULPHealthInformationManagement@uoflhealth.org. You may call (502) 588-4926 or (855) 588-6001 for any questions you may have.

Signature of Patient or Legal Representative _____ Date 2023-11-02
(Must provide written proof of legal status)

If Legal Representative, Print Name _____

Signature of UofL Physicians Representative _____ Date _____

For UofL Physicians Use Only

Date Request Received _____

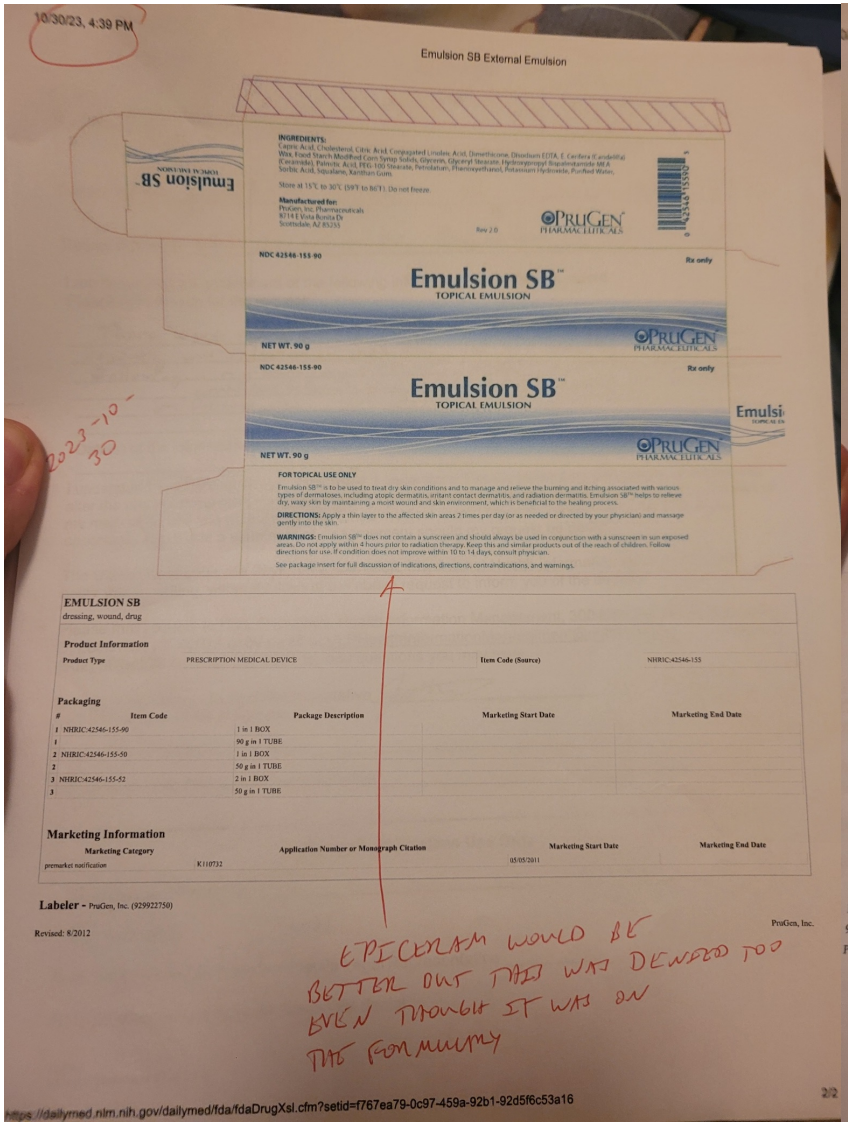
☐ Accepted ☐ Denied

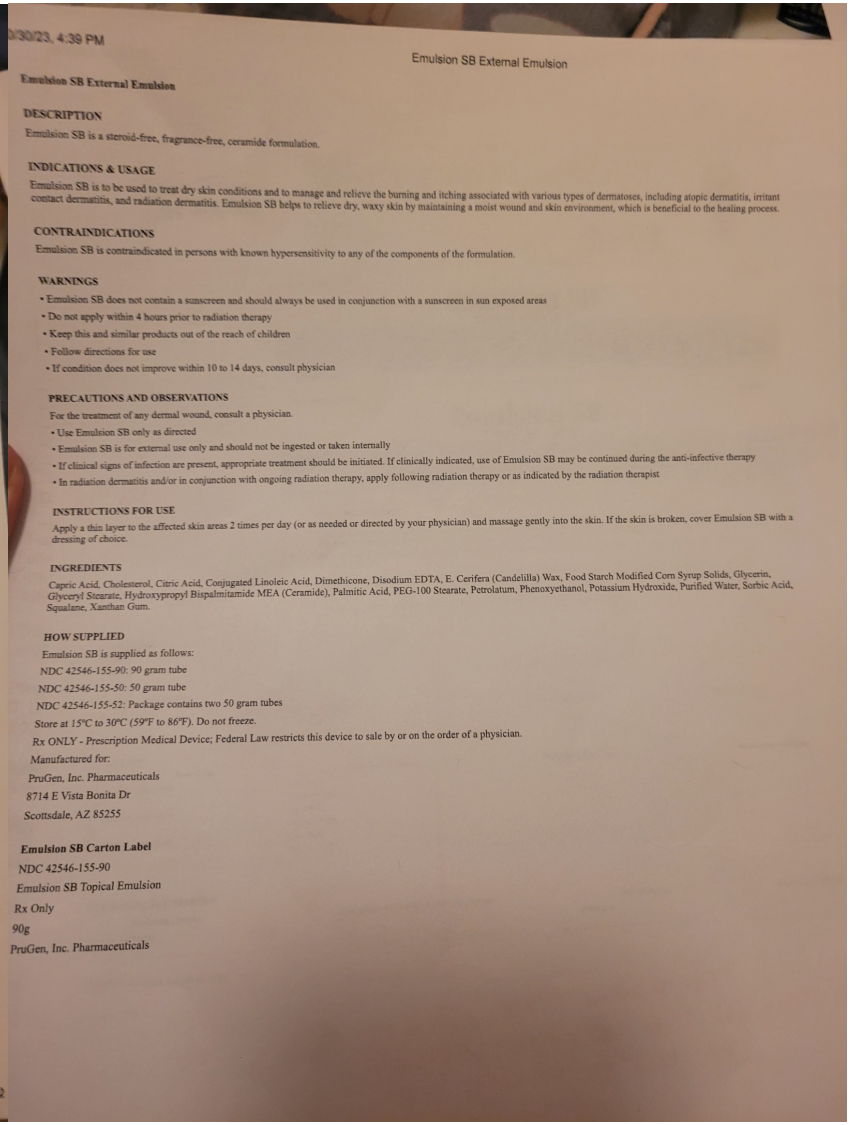
Date Reply Mailed to Patient/Patient's Legal Representative _____

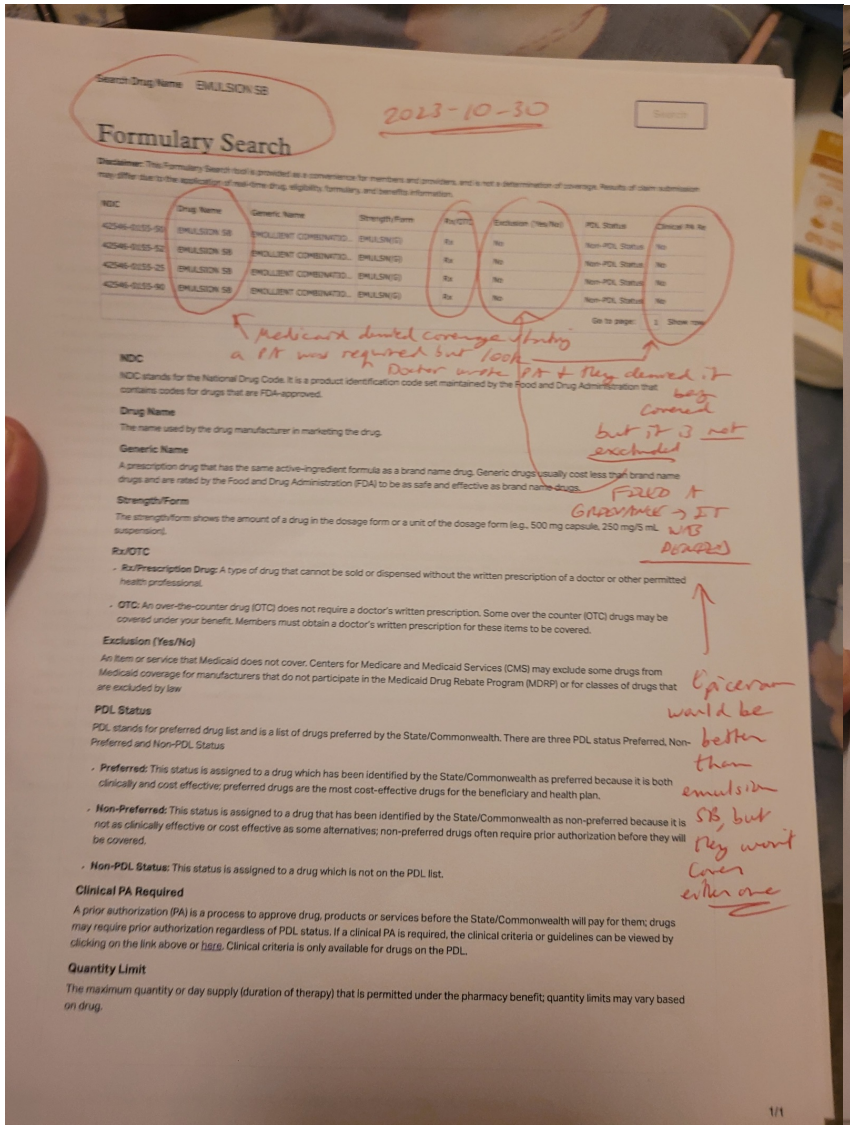
Refer to amendment reply for reason for denial.

HIP-07
Revised September 27, 2022

CAN YOU HELP GET THEM TO AMEND MY MEDICAL RECORD?


10/30/23, 4:39 PM
Emulsion SB External Emulsion
INGREDIENTS:
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Rev 2.0
PRUGEN PHARMACEUTICALS
NDC 42546-155-90
Rx only
Emulsion SB™
TOPICAL EMULSION
NET WT. 90 g
FOR TOPICAL USE ONLY
Emulsion SB™ is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB™ helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
DIRECTIONS: Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin.
WARNINGS: Emulsion SB™ does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas. Do not apply within 4 hours prior to radiation therapy. Keep this and similar products out of the reach of children. Follow directions for use. If condition does not improve within 10 to 14 days, consult physician.
See package insert for full discussion of indications, directions, contraindications, and warnings.
EMULSION SB
dressing, wound, drug
Product Information
Product Type: PRESCRIPTION MEDICAL DEVICE
Item Code (Source): NHRIC:42546-155
Packaging
| Item Code | Package Description | Marketing Start Date | Marketing End Date
1 NHRIC:42546-155-90 | 1 in 1 BOX
1 | 90 g in 1 TUBE
2 NHRIC:42546-155-50 | 1 in 1 BOX
2 | 50 g in 1 TUBE
3 NHRIC:42546-155-52 | 2 in 1 BOX
3 | 50 g in 1 TUBE
Marketing Information
Marketing Category | Application Number or Monograph Citation | Marketing Start Date | Marketing End Date
premarket notification | K110732 | 05/05/2011
Labeler - PruGen, Inc. (929922750)
Revised: 8/2012
PruGen, Inc.
EPICERAM WOULD BE BETTER BUT THIS WAS DENIED TOO EVEN THOUGH IT WAS ON THE FORMULARY
https://dailymed.nlm.nih.gov/dailymed/fda/fdaDrugXsl.cfm?setid=f767ea79-0c97-459a-92b1-92d5f6c53a16
2/2


10/30/23, 4:39 PM
Emulsion SB External Emulsion
Emulsion SB External Emulsion
DESCRIPTION
Emulsion SB is a steroid-free, fragrance-free, ceramide formulation.
INDICATIONS & USAGE
Emulsion SB is to be used to treat dry skin conditions and to manage and relieve the burning and itching associated with various types of dermatoses, including atopic dermatitis, irritant contact dermatitis, and radiation dermatitis. Emulsion SB helps to relieve dry, waxy skin by maintaining a moist wound and skin environment, which is beneficial to the healing process.
CONTRAINDICATIONS
Emulsion SB is contraindicated in persons with known hypersensitivity to any of the components of the formulation.
WARNINGS
• Emulsion SB does not contain a sunscreen and should always be used in conjunction with a sunscreen in sun exposed areas
• Do not apply within 4 hours prior to radiation therapy
• Keep this and similar products out of the reach of children
• Follow directions for use
• If condition does not improve within 10 to 14 days, consult physician
PRECAUTIONS AND OBSERVATIONS
For the treatment of any dermal wound, consult a physician.
• Use Emulsion SB only as directed
• Emulsion SB is for external use only and should not be ingested or taken internally
• If clinical signs of infection are present, appropriate treatment should be initiated. If clinically indicated, use of Emulsion SB may be continued during the anti-infective therapy
• In radiation dermatitis and/or in conjunction with ongoing radiation therapy, apply following radiation therapy or as indicated by the radiation therapist
INSTRUCTIONS FOR USE
Apply a thin layer to the affected skin areas 2 times per day (or as needed or directed by your physician) and massage gently into the skin. If the skin is broken, cover Emulsion SB with a dressing of choice.
INGREDIENTS
Capric Acid, Cholesterol, Citric Acid, Conjugated Linoleic Acid, Dimethicone, Disodium EDTA, E. Cerifera (Candelilla) Wax, Food Starch Modified Corn Syrup Solids, Glycerin, Glyceryl Stearate, Hydroxypropyl Bispalmitamide MEA (Ceramide), Palmitic Acid, PEG-100 Stearate, Petrolatum, Phenoxyethanol, Potassium Hydroxide, Purified Water, Sorbic Acid, Squalane, Xanthan Gum.
HOW SUPPLIED
Emulsion SB is supplied as follows:
NDC 42546-155-90: 90 gram tube
NDC 42546-155-50: 50 gram tube
NDC 42546-155-52: Package contains two 50 gram tubes
Store at 15°C to 30°C (59°F to 86°F). Do not freeze.
Rx ONLY - Prescription Medical Device; Federal Law restricts this device to sale by or on the order of a physician.
Manufactured for:
PruGen, Inc. Pharmaceuticals
8714 E Vista Bonita Dr
Scottsdale, AZ 85255
Emulsion SB Carton Label
NDC 42546-155-90
Emulsion SB Topical Emulsion
Rx Only
90g
PruGen, Inc. Pharmaceuticals



Search Drug Name: EMULSION SB

2023-10-30

Formulary Search

Search

Disclaimer: This Formulary Search tool is provided as a convenience for members and providers, and is not a determination of coverage. Results of claim submission may differ due to the application of real-time drug, eligibility, formulary, and benefits information.

NDC	Drug Name	Generic Name	Strength/Form	Rx/OTC	Exclusion (Yes/No)	PDL Status	Clinical PA Re
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-52	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-25	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No
42546-0155-90	EMULSION SB	EMOLLIENT COMBINATIO...	EMULSN(G)	Rx	No	Non-PDL Status	No

Go to page: 1 Show rows

Medicare denied coverage stating a PA was required but I don't know Doctor wrote the PA + they denied it

was covered but it is not excluded

FOUND A GRADIENT → IT WAS DENIED

NDC

NDC stands for the National Drug Code. It is a product identification code set maintained by the Food and Drug Administration that contains codes for drugs that are FDA-approved.

Drug Name

The name used by the drug manufacturer in marketing the drug.

Generic Name

A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Strength/Form

The strength/form shows the amount of a drug in the dosage form or a unit of the dosage form (e.g., 500 mg capsule, 250 mg/5 mL suspension).

Rx/OTC

- **Rx/Prescription Drug:** A type of drug that cannot be sold or dispensed without the written prescription of a doctor or other permitted health professional.
- **OTC:** An over-the-counter drug (OTC) does not require a doctor's written prescription. Some over the counter (OTC) drugs may be covered under your benefit. Members must obtain a doctor's written prescription for these items to be covered.

Exclusion (Yes/No)

An item or service that Medicaid does not cover. Centers for Medicare and Medicaid Services (CMS) may exclude some drugs from Medicaid coverage for manufacturers that do not participate in the Medicaid Drug Rebate Program (MDRP) or for classes of drugs that are excluded by law

Opinion would be better than emulsion SB, but they won't cover either one

PDL Status

PDL stands for preferred drug list and is a list of drugs preferred by the State/Commonwealth. There are three PDL status Preferred, Non-Preferred and Non-PDL Status

- **Preferred:** This status is assigned to a drug which has been identified by the State/Commonwealth as preferred because it is both clinically and cost effective; preferred drugs are the most cost-effective drugs for the beneficiary and health plan.
- **Non-Preferred:** This status is assigned to a drug that has been identified by the State/Commonwealth as non-preferred because it is not as clinically effective or cost effective as some alternatives; non-preferred drugs often require prior authorization before they will be covered.
- **Non-PDL Status:** This status is assigned to a drug which is not on the PDL list.

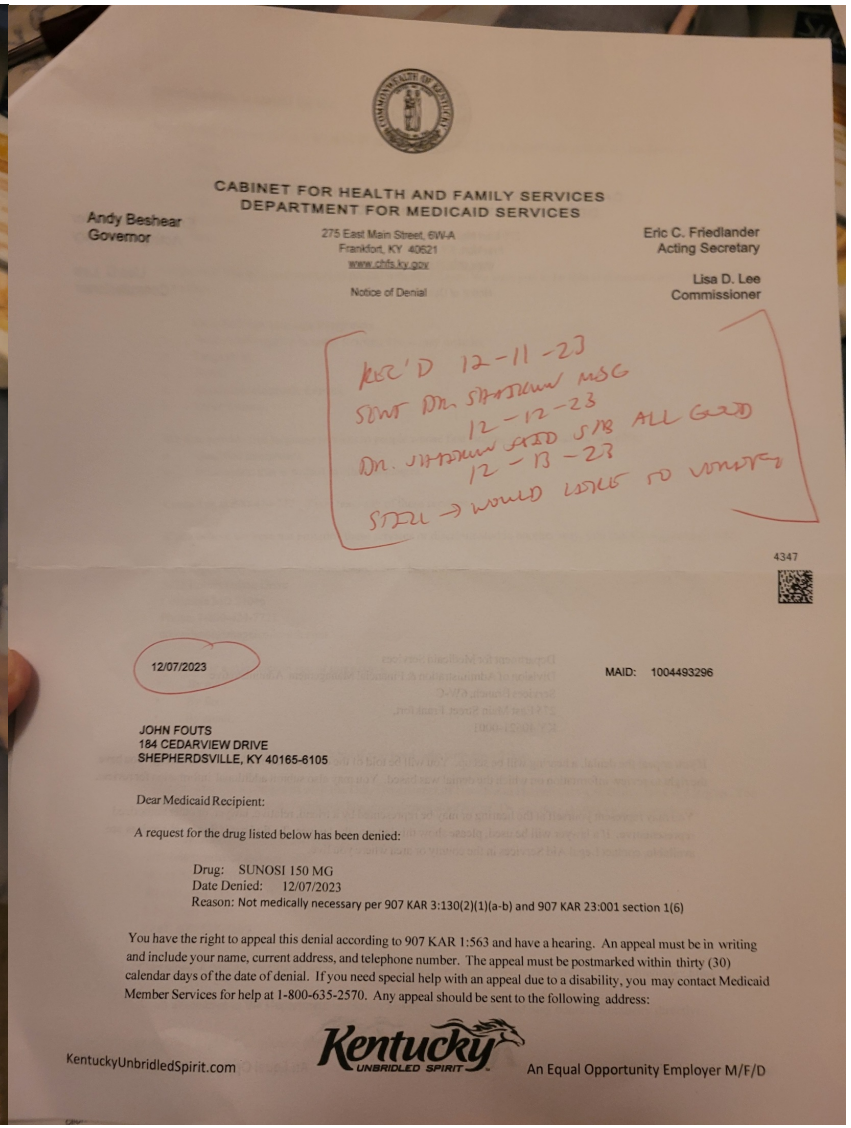
Clinical PA Required

A prior authorization (PA) is a process to approve drug, products or services before the State/Commonwealth will pay for them; drugs may require prior authorization regardless of PDL status. If a clinical PA is required, the clinical criteria or guidelines can be viewed by clicking on the link above or here. Clinical criteria is only available for drugs on the PDL.

Quantity Limit

The maximum quantity or day supply (duration of therapy) that is permitted under the pharmacy benefit; quantity limits may vary based on drug.

1/1



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Acting Secretary

Lisa D. Lee
Commissioner

Notice of Denial

REC'D 12-11-23
SENT DR. STRICKLAND MSG 12-12-23
DR. STRICKLAND SAID S/B ALL GOOD 12-13-23
STILL → WOULD LOSE TO VOMITY

4347

12/07/2023

MAID: 1004493296

JOHN FOUTS
184 CEDARVIEW DRIVE
SHEPHERDSVILLE, KY 40165-6105

Dear Medicaid Recipient:

A request for the drug listed below has been denied:

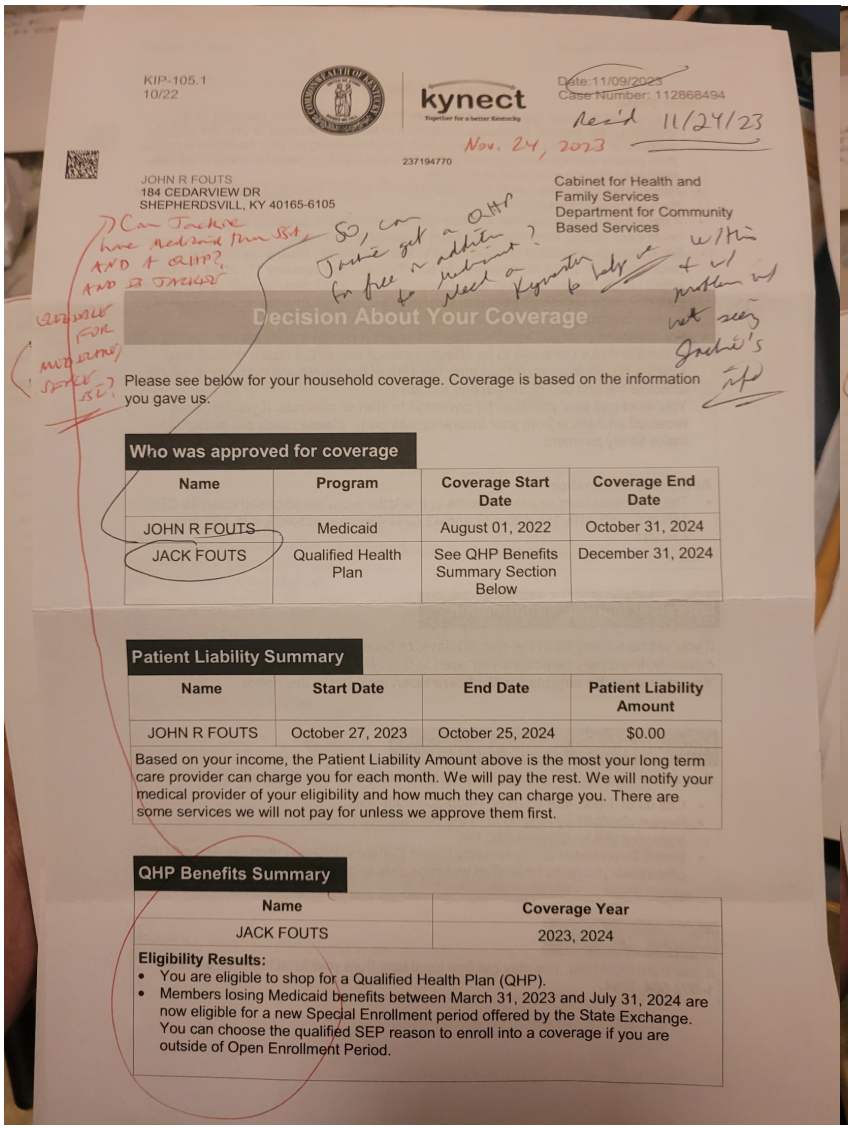
Drug: SUNOSI 150 MG
Date Denied: 12/07/2023
Reason: Not medically necessary per 907 KAR 3:130(2)(1)(a-b) and 907 KAR 23:001 section 1(6)

You have the right to appeal this denial according to 907 KAR 1:563 and have a hearing. An appeal must be in writing and include your name, current address, and telephone number. The appeal must be postmarked within thirty (30) calendar days of the date of denial. If you need special help with an appeal due to a disability, you may contact Medicaid Member Services for help at 1-800-635-2570. Any appeal should be sent to the following address:

KentuckyUnbridledSpirit.com

Kentucky UNBRIDLED SPIRIT

An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect
Together for a better Kentucky

Date:11/09/2023
Case Number: 112868494

Rec'd 11/24/23
Nov. 24, 2023

237194770

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and
Family Services
Department for Community
Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Patient Liability Summary

Name	Start Date	End Date	Patient Liability Amount
JOHN R FOUTS	October 27, 2023	October 25, 2024	$0.00

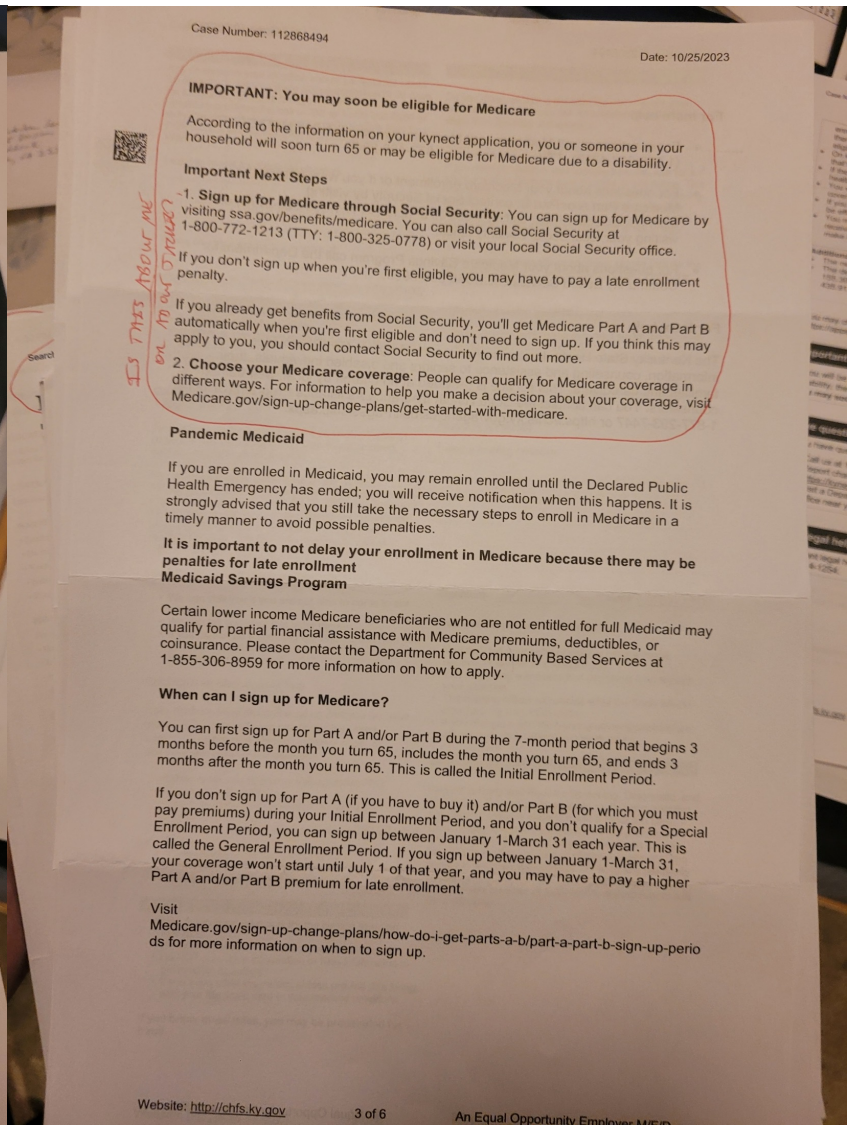
Based on your income, the Patient Liability Amount above is the most your long term care provider can charge you for each month. We will pay the rest. We will notify your medical provider of your eligibility and how much they can charge you. There are some services we will not pay for unless we approve them first.

QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:

- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.



Case Number: 112868494

Date: 10/25/2023

IMPORTANT: You may soon be eligible for Medicare

According to the information on your kynect application, you or someone in your household will soon turn 65 or may be eligible for Medicare due to a disability.

Important Next Steps

1. **Sign up for Medicare through Social Security**: You can sign up for Medicare by visiting ssa.gov/benefits/medicare. You can also call Social Security at 1-800-772-1213 (TTY: 1-800-325-0778) or visit your local Social Security office.

If you don't sign up when you're first eligible, you may have to pay a late enrollment penalty.

If you already get benefits from Social Security, you'll get Medicare Part A and Part B automatically when you're first eligible and don't need to sign up. If you think this may apply to you, you should contact Social Security to find out more.

2. **Choose your Medicare coverage**: People can qualify for Medicare coverage in different ways. For information to help you make a decision about your coverage, visit Medicare.gov/sign-up-change-plans/get-started-with-medicare.

Pandemic Medicaid

If you are enrolled in Medicaid, you may remain enrolled until the Declared Public Health Emergency has ended; you will receive notification when this happens. It is strongly advised that you still take the necessary steps to enroll in Medicare in a timely manner to avoid possible penalties.

It is important to not delay your enrollment in Medicare because there may be penalties for late enrollment

Medicaid Savings Program

Certain lower income Medicare beneficiaries who are not entitled for full Medicaid may qualify for partial financial assistance with Medicare premiums, deductibles, or coinsurance. Please contact the Department for Community Based Services at 1-855-306-8959 for more information on how to apply.

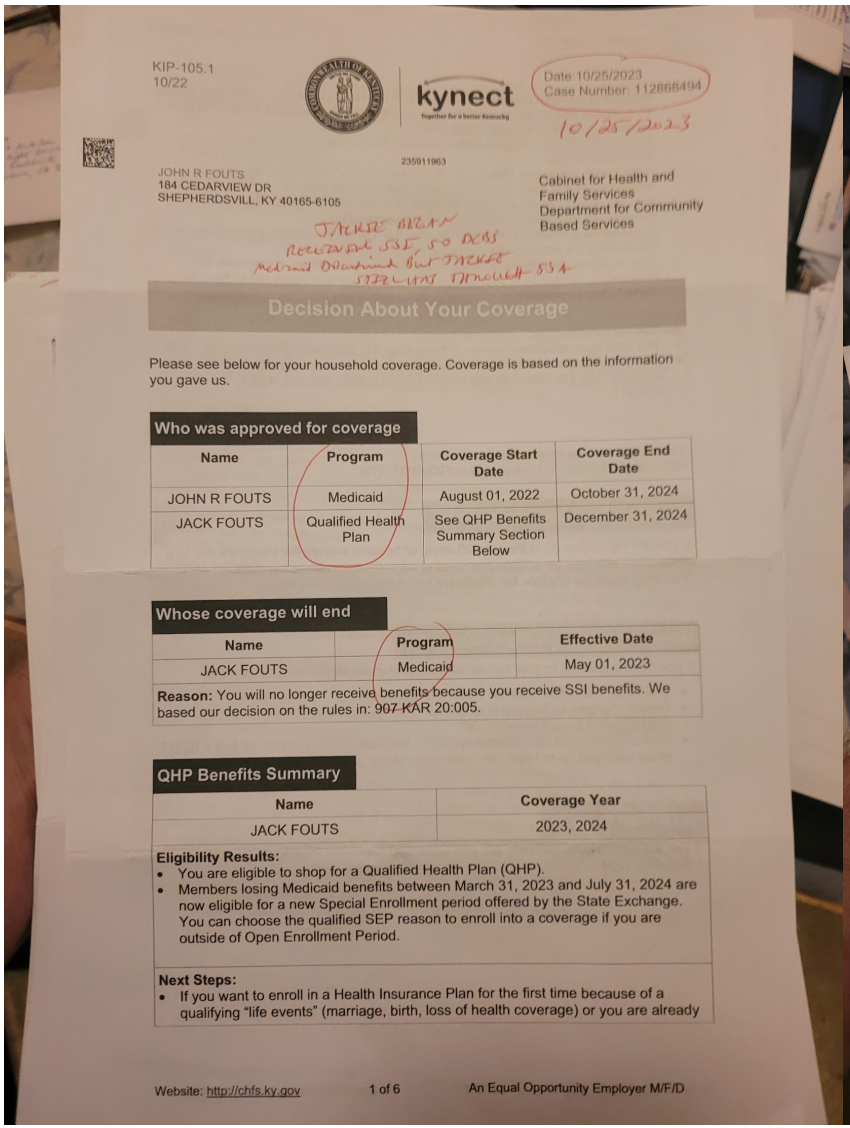
When can I sign up for Medicare?

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65. This is called the Initial Enrollment Period.

If you don't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1-March 31 each year. This is called the General Enrollment Period. If you sign up between January 1-March 31, your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.

Visit
Medicare.gov/sign-up-change-plans/how-do-i-get-parts-a-b/part-a-part-b-sign-up-periods for more information on when to sign up.

Website: http://chfs.ky.gov 3 of 6 An Equal Opportunity Employer M/F/D



KIP-105.1
10/22

kynect

Date:10/25/2023
Case Number: 112868494

10/25/2023

235911963

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

Cabinet for Health and Family Services
Department for Community Based Services

JACKIE BEGAN RECEIVED SSI, SO DCBS Medicaid Qualified But JACKIE STILL HAS THROUGH SSA

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
JOHN R FOUTS	Medicaid	August 01, 2022	October 31, 2024
JACK FOUTS	Qualified Health Plan	See QHP Benefits Summary Section Below	December 31, 2024

Whose coverage will end

Name	Program	Effective Date
JACK FOUTS	Medicaid	May 01, 2023

Reason: You will no longer receive benefits because you receive SSI benefits. We based our decision on the rules in: 907 KAR 20:005.

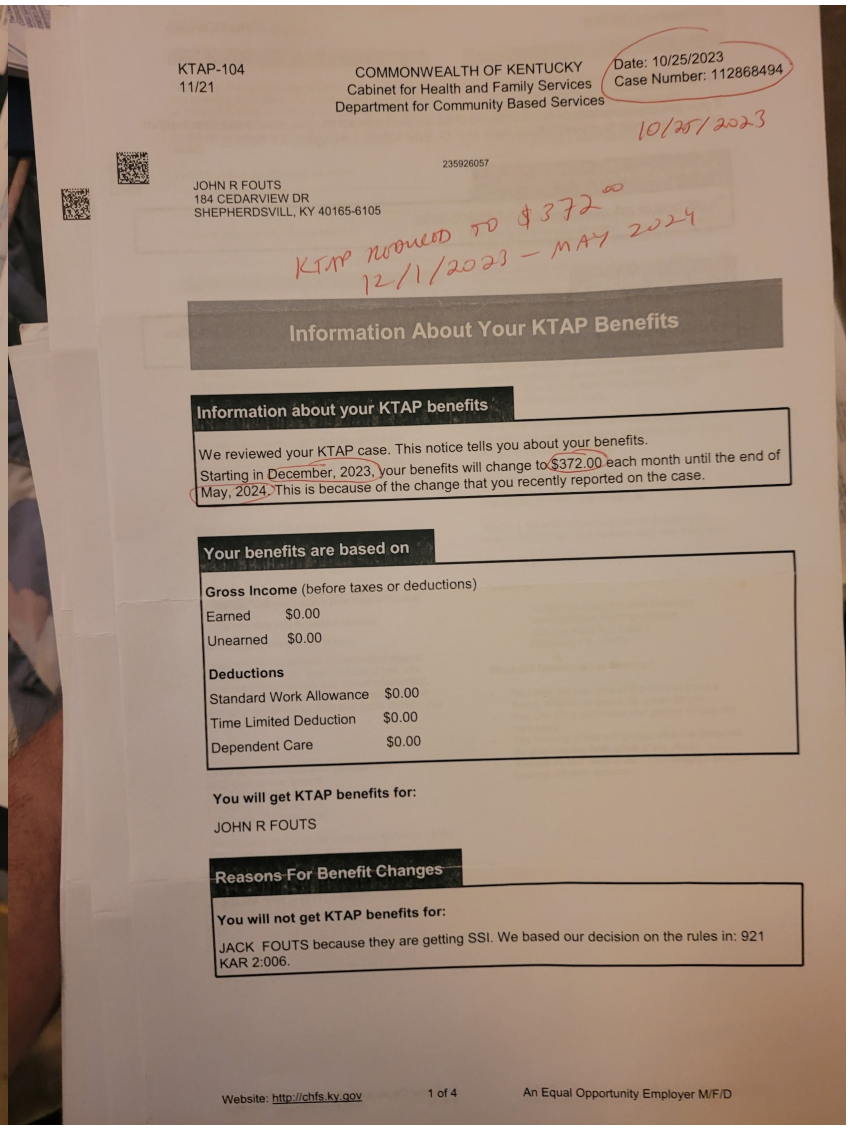
QHP Benefits Summary

Name	Coverage Year
JACK FOUTS	2023, 2024

Eligibility Results:
- You are eligible to shop for a Qualified Health Plan (QHP).
- Members losing Medicaid benefits between March 31, 2023 and July 31, 2024 are now eligible for a new Special Enrollment period offered by the State Exchange. You can choose the qualified SEP reason to enroll into a coverage if you are outside of Open Enrollment Period.

Next Steps:
- If you want to enroll in a Health Insurance Plan for the first time because of a qualifying "life events" (marriage, birth, loss of health coverage) or you are already

Website: http://chfs.ky.gov 1 of 6 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00 12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
Starting in December, 2023, your benefits will change to $372.00 each month until the end of May, 2024. This is because of the change that you recently reported on the case.

Your benefits are based on

Gross Income (before taxes or deductions)

Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

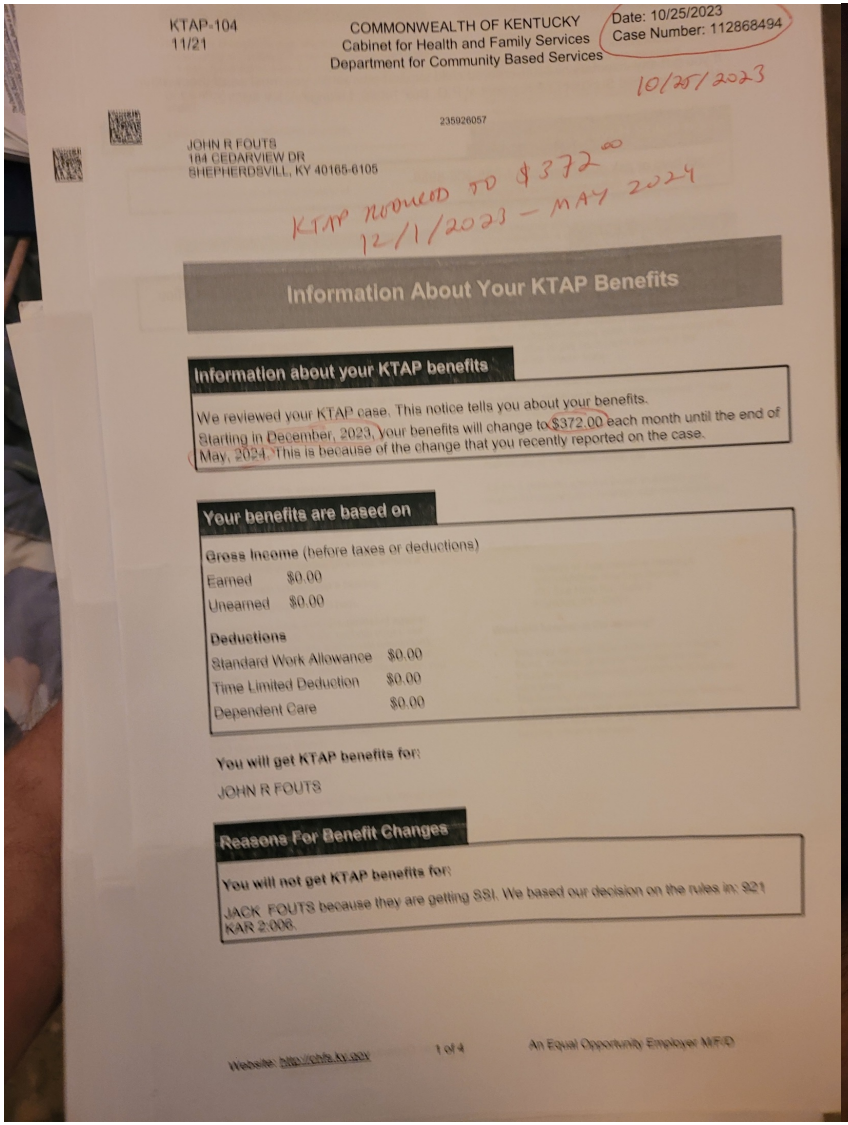
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



KTAP-104
11/21

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Community Based Services

Date: 10/25/2023
Case Number: 112868494

10/25/2023

235926057

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

KTAP REDUCED TO $372.00
12/1/2023 – MAY 2024

Information About Your KTAP Benefits

Information about your KTAP benefits

We reviewed your KTAP case. This notice tells you about your benefits.
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Earned	$0.00
Unearned	$0.00

Deductions

Standard Work Allowance	$0.00
Time Limited Deduction	$0.00
Dependent Care	$0.00

You will get KTAP benefits for:

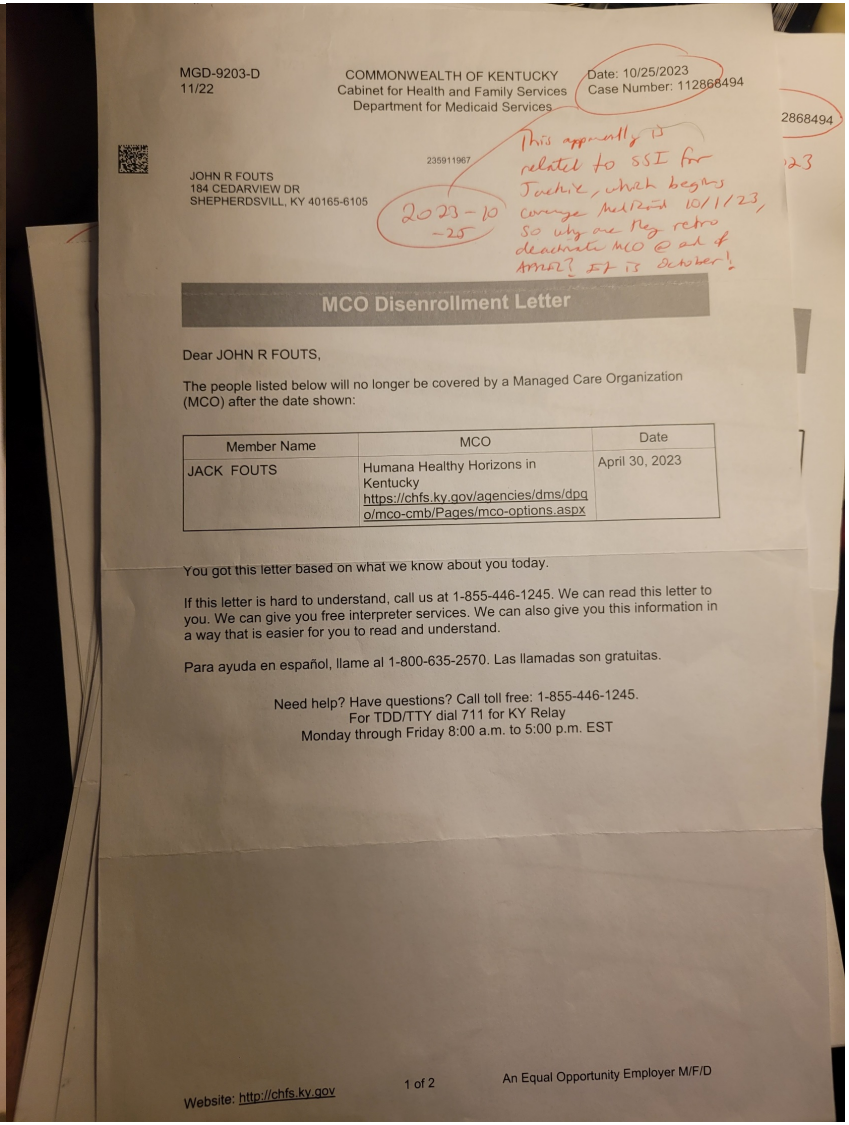
JOHN R FOUTS

Reasons For Benefit Changes

You will not get KTAP benefits for:

JACK FOUTS because they are getting SSI. We based our decision on the rules in: 921 KAR 2:006.

Website: http://chfs.ky.gov 1 of 4 An Equal Opportunity Employer M/F/D



MGD-9203-D
11/22

COMMONWEALTH OF KENTUCKY
Cabinet for Health and Family Services
Department for Medicaid Services

Date: 10/25/2023
Case Number: 112868494

2868494

235911967

JOHN R FOUTS
184 CEDARVIEW DR
SHEPHERDSVILL, KY 40165-6105

This apparently is related to SSI for Jackie, which begins coverage Medicaid 10/1/23, so why are they retro deactivate MCO @ end of APRIL? It is October!

2023-10-25

MCO Disenrollment Letter

Dear JOHN R FOUTS,

The people listed below will no longer be covered by a Managed Care Organization (MCO) after the date shown:

Member Name	MCO	Date
JACK FOUTS	Humana Healthy Horizons in Kentucky https://chfs.ky.gov/agencies/dms/dpqo/mco-cmb/Pages/mco-options.aspx	April 30, 2023

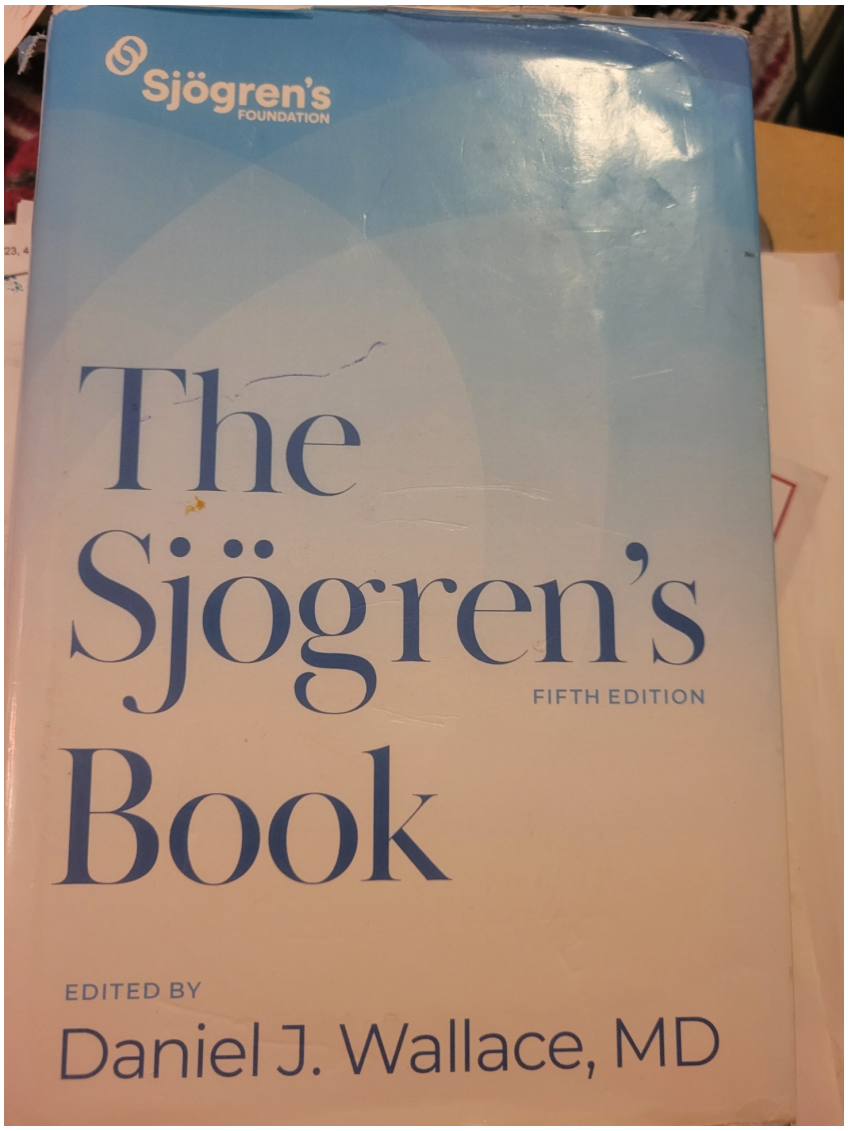
You got this letter based on what we know about you today.

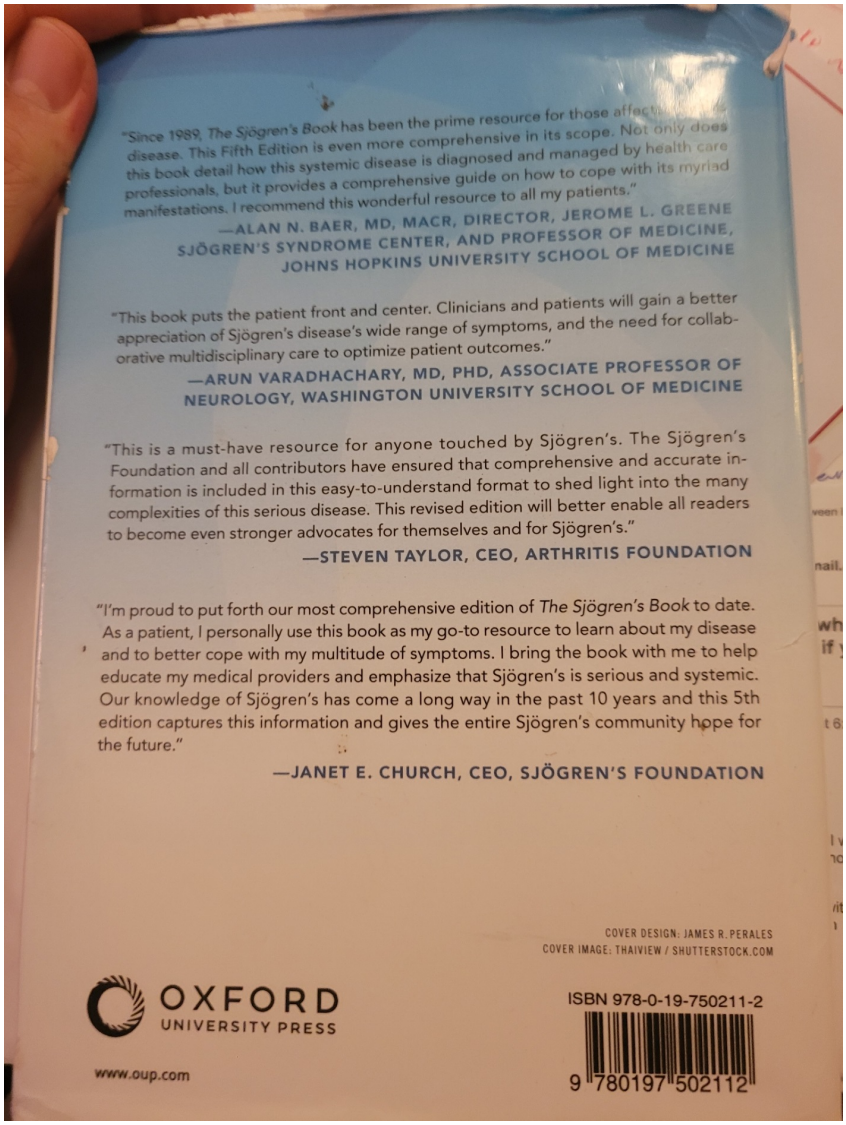
If this letter is hard to understand, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand.

Para ayuda en español, llame al 1-800-635-2570. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245.
For TDD/TTY dial 711 for KY Relay
Monday through Friday 8:00 a.m. to 5:00 p.m. EST

Website: http://chfs.ky.gov 1 of 2 An Equal Opportunity Employer M/F/D


Sjögren's
FOUNDATION
The
Sjögren's
FIFTH EDITION
Book
EDITED BY
Daniel J. Wallace, MD


"Since 1989, The Sjögren's Book has been the prime resource for those affected by this disease. This Fifth Edition is even more comprehensive in its scope. Not only does this book detail how this systemic disease is diagnosed and managed by health care professionals, but it provides a comprehensive guide on how to cope with its myriad manifestations. I recommend this wonderful resource to all my patients."
—ALAN N. BAER, MD, MACR, DIRECTOR, JEROME L. GREENE SJÖGREN'S SYNDROME CENTER, AND PROFESSOR OF MEDICINE, JOHNS HOPKINS UNIVERSITY SCHOOL OF MEDICINE
"This book puts the patient front and center. Clinicians and patients will gain a better appreciation of Sjögren's disease's wide range of symptoms, and the need for collaborative multidisciplinary care to optimize patient outcomes."
—ARUN VARADHACHARY, MD, PHD, ASSOCIATE PROFESSOR OF NEUROLOGY, WASHINGTON UNIVERSITY SCHOOL OF MEDICINE
"This is a must-have resource for anyone touched by Sjögren's. The Sjögren's Foundation and all contributors have ensured that comprehensive and accurate information is included in this easy-to-understand format to shed light into the many complexities of this serious disease. This revised edition will better enable all readers to become even stronger advocates for themselves and for Sjögren's."
—STEVEN TAYLOR, CEO, ARTHRITIS FOUNDATION
"I'm proud to put forth our most comprehensive edition of The Sjögren's Book to date. As a patient, I personally use this book as my go-to resource to learn about my disease and to better cope with my multitude of symptoms. I bring the book with me to help educate my medical providers and emphasize that Sjögren's is serious and systemic. Our knowledge of Sjögren's has come a long way in the past 10 years and this 5th edition captures this information and gives the entire Sjögren's community hope for the future."
—JANET E. CHURCH, CEO, SJÖGREN'S FOUNDATION
COVER DESIGN: JAMES R. PERALES
COVER IMAGE: THAIVIEW / SHUTTERSTOCK.COM
OXFORD UNIVERSITY PRESS
www.oup.com
ISBN 978-0-19-750211-2
9 780197 502112

If you get the book above...I think it will help you help me....the Sjogren's Foundation sells it....I'm sure it is also available online.....so...this is the vast majority of everything right now at this time....

A few other things include.....help getting setup for LIHEAP once I move to my own place.....help orchestrating the initial lease deposit through the Louisville Urban League, Louisville Metro Housing Authority, and the landlord wherever the apartment ends up being located (or preferably house).....can you or waiver services help me with any of that?

I also need to find a way to pay for movers...and I have no way to do so right now....so that is a whole other obstacle...have any ideas?

But that's it for now...

If you have any questions or need more information on anything - please fire away - I tried to be as thorough as I could despite the scatter-brainedness.....

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, March 29, 2024 1:47 PM
To: Zachary Grider
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt... -- Follow Up -- 2024-03-28

Thank you Zach. I appreciate it. I am also going to forward you some of the first emails I'd sent to Jessica. It may be today...or over the weekend. I'm not hardly able to see today. I'm getting ready to take a nap to see if it will help.

On Fri, Mar 29, 2024, 1:18 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

I'm going to attempt to get the eyelid scrubs approved through goods and services with the waiver. I have sent information to your doctor expressing what I am needing to make that submission, please see the photo attached from the Medicaid HelpDesk. Once I get that information back, I can submit it for them to review but there is no guarantee if it will be approved. Also, I have called Goulds a few minutes ago and left a message for Toni. If I hear back from them today, I will let you know what I get figured out on that end.

On Thu, Mar 28, 2024 at 8:07 AM John Fouts <fouts.john@gmail.com> wrote:

See below in red....

On Thu, Mar 28, 2024 at 8:59 AM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Good morning John,
> For #2, we don't have a list of in-network providers as we don't do anything with the insurance portion.

So CHFS is wrong?

> For # 3 and 4, I would say to contact KYNECT however you have already done so. In terms of legal assistance, I'm not sure who to call.

So nobody knows anything - but that is not acceptable....who is above Kynect at the state level? Above CHFS? The Governor right? I guess I have to involve federal CMS at this time and the Kentucky Attorney General's Office....

In regard to #5, I don't have any contacts with the ACLU.

I figured but thought it would not hurt to ask.

In regard to # 6, the eye drops, eyelid cleaners, and the EpiCeram cream, I can't do anything with medications and waiver will not use the funds for those items. The waiver funds are allocated toward things like home improvements (building a wheelchair ramp/remodeling a bathroom to be handicap accessible, etc.) and incontinent supplies.

Again, so CHFS is wrong? CHFS is under a different impression than you all are on that...

In regard to the medical transportation, they won't approve you for that where you have a vehicle registered in your name and an active driver's license. That is just the policy they have unfortunately.

CHFS said my case worker should be able to help me with this issue.

In regard to your compression stockings, has your doctor sent a prescription and your sizing to Goulds?

Yes - several MONTHS ago....

If not, you would just need to contact him, and have him send the prescription and your sizing to them and they can get those for you!

Okay - as stated multiple times previously Toni at Gould's is who you need to contact. She is the store manager there. I have known her since childhood... let me know when you have contacted her.... I provided contact information to the store multiple times previously and won't be doing so again here since you already have it.

On Wed, Mar 20, 2024 at 2:07 PM Zachary Grider <zgrider@theolehomeplaceadhc.com> wrote:

> Your emails were in my spam folder but I see them now. I am out on home visits today but noticed your voicemail. I will be back in the office tomorrow and I will look further at the email you have sent me.
>
> Thanks,
> Zachary Grider
> Case Manager
> The Ole Homeplace
> (270) 384-0012 ext. 5020
>
> On Wed, Mar 20, 2024 at 2:59 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Haven't heard anything from you - can you please confirm you received my email? You can either fax me at 502.996.8246...call me at 502.956.0052....text me at 502.956.0052...or email me....in no specific order of preference....
> >
> > I just left you a message - they xferred me to x5020 - so hoping that is your extension...it is 2:57 p.m. on 3/20/2024...
> >
> > ---------- Forwarded message ---------
> > From: **John Fouts** <fouts.john@gmail.com>
> > Date: Mon, Mar 18, 2024 at 3:07 PM
> > Subject: Fwd: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
> > To: <zgrider@theolehomeplaceadhc.com>

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Mar 18, 2024 at 3:04 PM
Subject: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
To: <zach@theolehomeplaceadhc.com>

Zach

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Feb 15, 2024 at 2:16 PM
Subject: Going to have to send a few at a time -- in a hurry -- Jackie getting hearing aids again tonight...auditory processing disorder....
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

Hope you are feeling better and enjoying the sunshine out there today while you can. I can already feel the Low somehow seemingly so far away....gettin' old...ancient...!

Anyways, here are a few of the things....

1.) I cannot get a copy of the drug formulary and agencies will not be forthcoming with information about if drugs are in network or out of network and will not give me information about (e.g. eyedrops that are non-steroid eyedrops that are covered that are preservative free - as medically necessary for me - but no information on what is covered)....

I finally got this after making a big fuss about it and contacting the Governor's office twice.....took dozens of hours and phone calls and emails....JRF

2.) Need a list of providers in network -- agencies refuse to offer this information -- they will give me a link to a search form where you can look up provider by provider or like dentists....but I called every single dentist that resulted and not a single one took medicaid so it is 100% inaccurate....so far...and there were somewhere around 7 to 10 dentists on that list.....I need an at least semi-accurate provider directory....

No one, to date, has been able to provide this information. -- JRF

3.) I am not able to see any todos or messages in kynect....yet I received a piece of mail stating that a MRT review was necessary to be conducted by February 29th....as of today....02-15-2024...I still cannot see anything in the portal -- no one will fix this...I need it fixed so I don't miss out on benefits or lose benefits because of system issues.....I will sue the state if they don't fix it....

This is not fixed, and nobody seems to know how to fix it -- but I am serious about finding legal help with this....Legal Aid doesn't help with anything besides initially establishing people on SNAP and Medicaid....who else can I call in terms of legal assistance? -- JRF

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To: Zachary Grider
Subject: Re: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt... -- Follow Up -- 2024-03-28

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>
> > Haven't heard anything from you - can you please confirm you received my email? You can either fax me at 502.996.8246...call me at 502.956.0052....text me at 502.956.0052...or email me....in no specific order of preference....
> >
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Subject: John R. Fouts -- 2024-03-18-- Present Needs of Greatest Importance -- Please Confirm Receipt...
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Subject: Going to have to send a few at a time -- in a hurry -- Jackie getting hearing aids again tonight...auditory processing disorder....
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, July 29, 2024 3:47 PM
To: Toll, Cynthia (CHFS DMS)
Subject: Re: John Fouts - Information regarding eyes.
Attachments: image001.png

Thanks for asking Cyndi. Please let me know when you know something. IPL is a treatment. I was asking about that also, please.

John

On Mon, Jul 29, 2024 at 12:39 PM Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov> wrote:

> Eddie,
>
> If this is medically necessary, will his FFS Medicaid pay for these drops? He is on SSDI too?
>
> **From:** John Fouts <fouts.john@gmail.com>
> **Sent:** Friday, July 26, 2024 3:55 PM
> **To:** Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov>
> **Subject:** John Fouts - Information regarding eyes.
>
> ****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**
>
> Hi Cyndi.
>
> In the past, I have seen Dr. Rabaut at Vision First for Dry Eye Disease (at the Middletown location), and she, also, is the person I see regarding glasses prescription. I have attached a letter from her stating that autologous tear serum is medically necessary for treatment.

Prior to seeing her, I saw Dr. Eiferman, who recommended autologous tear serum. Dr. Eiferman is at U of L.

Dr. Rabaut advised me to see Bennett and Bloom, so I saw Dr. A. Mueller there who was/has been treating me for dry eye disease, ocular rosacea, allergic/mast cell reactions in eyes, Coma (higher order corneal aberrations - a special kind of them), irregular astigmatism, meibomiam gland dysfunction, inflammation from Sjogren's Disease, etc... Dr. Mueller thought Autologous Tear Serum, Scleral Lenses, and IPL Treatment would help me. The medicaid waiver program has left me high and dry and unable to get the care that I need in vast majority of things...Dr. Mueller also recommended Pataday (Olapatadine) 0.7% due to the amount of allergic reaction and inflammation in my eyes combined and all the other symptoms.

I've recently started seeing Kumar Eye Institute (initially at the Hazelwood Ave location), and later (most recently - yesterday) - at the Poplar Level Rd. location. I have seen multiple doctors there. They recommend autologous tear serum, IPL treatment with lipiflow, scleral lenses, punctal plugs (which I had put in), and we've tried many kinds of eye drops. The eye drops, I need to be covered too....e.g. they are on the medicaid OTC formulary for the generic for refresh, but medicaid refuses to cover....even though they are on the formulary....I have been sick for 15 years now...I am so very tired.....

The cost of IPL treatment is between $400 and $650 per session, and Kumar Eye Institute (Dr. Whitlow) recommends 4 sessions...

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I'd like to be reimbursed for the boots if possible. I am required to eat gluten free -- medically necessary -- and the food is 180% to 540% more expensive than regular food....I am on a fixed, limited, income budget and food takes up half of it for me and my child... We get $13 per month for snap.....it doesn't go very far....

The doctor also recommends things like bi-weekly iv infusions of high dose vitamin C, Alpha Lipoic Acid, NAD+, etc...I have not even been able to get that far yet...

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Shower chair would be great as I have very painful small fiber neuropathy and also chronic venous insufficiency in addition to Sjogrens', Graves, CRPS, and several other things....

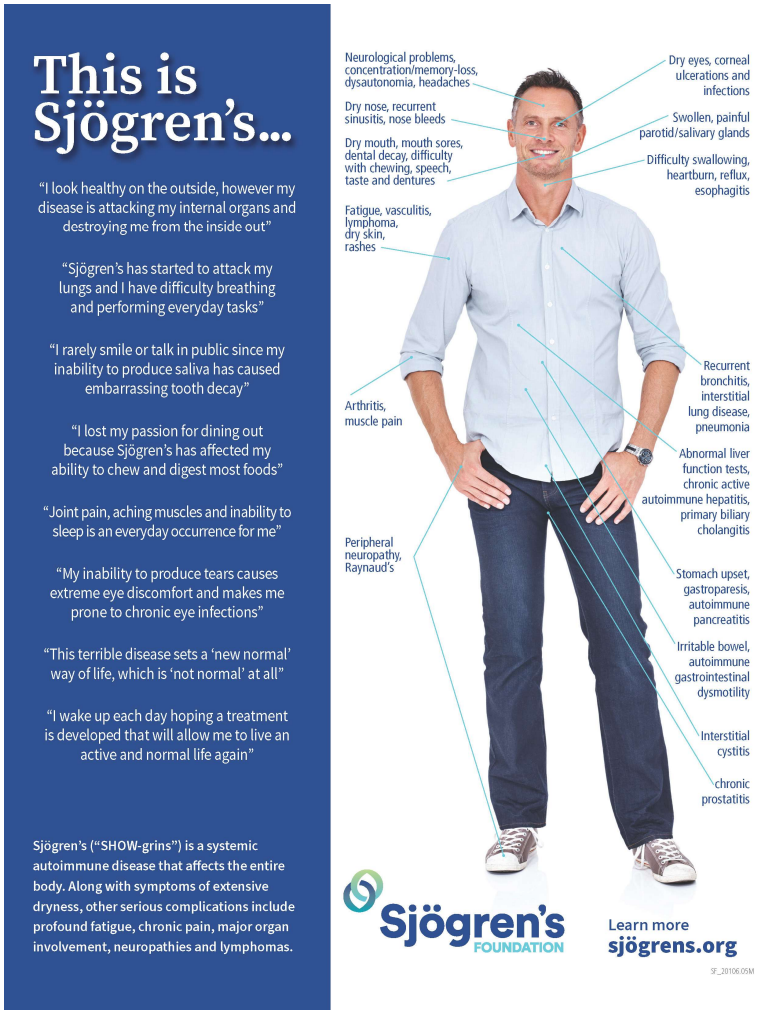
I will send the list I had sent to Jessica Jones (first case manager at The Ole Homeplace) and then to Zachary Grider (current The Ole Homeplace case worker) in a separate email - it will be a forward.

I also need new compression stockings again - since I have to wear them every day....AND since I am not able to wear socks or shoes due to neuropathy issues (for 8 years now)...I wear them out...I wear them as directed....daily....

Thank you for your help (or any help you can give).

For my teeth I have a few things going on....I need at least 5 crowns...I have at least 8 cavities....I also have 8 mercury amalgam fillings in my mouth that I want to have removed by an IAOMT S.M.A.R.T. certified dentist....I have extreme chronic illness issues and removal of a mercury filling without proper tools in place could devastate my health further. I also have composite that was painted over my front teeth because they are so thin from wear and tear that is coming off. I also have a much higher propensity for tooth problems from having Grave's Disease and Sjogren's Disease.

Below is an image of what Sjogren's affects...unfortunately...I experience most of what is listed....it is well documented throughout years of my medical records....


This is Sjögren's...
"I look healthy on the outside, however my disease is attacking my internal organs and destroying me from the inside out"
"Sjögren's has started to attack my lungs and I have difficulty breathing and performing everyday tasks"
"I rarely smile or talk in public since my inability to produce saliva has caused embarrassing tooth decay"
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Neurological problems, concentration/memory-loss, dysautonomia, headaches
Dry nose, recurrent sinusitis, nose bleeds
Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
Fatigue, vasculitis, lymphoma, dry skin, rashes
Arthritis, muscle pain
Peripheral neuropathy, Raynaud's
Dry eyes, corneal ulcerations and infections
Swollen, painful parotid/salivary glands
Difficulty swallowing, heartburn, reflux, esophagitis
Recurrent bronchitis, interstitial lung disease, pneumonia
Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
Stomach upset, gastroparesis, autoimmune pancreatitis
Irritable bowel, autoimmune gastrointestinal dysmotility
Interstitial cystitis
chronic prostatitis
Sjögren's FOUNDATION
Learn more
sjögrens.org

Here is a link to the Sjogren's Foundation resources for physicians....it talks about clinical guidelines for Ocular and for Oral manifestations along with systemic manifestations of Sjogren's....

https://sjogrens.org/understanding-sjogrens/resources/information-for-your-doctor

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, July 29, 2024 3:47 PM
To: Toll, Cynthia (CHFS DMS)
Subject: Re: John Fouts - Information regarding eyes.
Attachments: image001.png

Thanks for asking Cyndi. Please let me know when you know something. IPL is a treatment. I was asking about that also, please.

John

On Mon, Jul 29, 2024 at 12:39 PM Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov> wrote:

> Eddie,
>
> If this is medically necessary, will his FFS Medicaid pay for these drops? He is on SSDI too?
>
> **From:** John Fouts <fouts.john@gmail.com>
> **Sent:** Friday, July 26, 2024 3:55 PM
> **To:** Toll, Cynthia (CHFS DMS) <Cynthia.Toll@ky.gov>
> **Subject:** John Fouts - Information regarding eyes.
>
> ****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**
>
> Hi Cyndi.
>
> In the past, I have seen Dr. Rabaut at Vision First for Dry Eye Disease (at the Middletown location), and she, also, is the person I see regarding glasses prescription. I have attached a letter from her stating that autologous tear serum is medically necessary for treatment.

Prior to seeing her, I saw Dr. Eiferman, who recommended autologous tear serum. Dr. Eiferman is at U of L.

Dr. Rabaut advised me to see Bennett and Bloom, so I saw Dr. A. Mueller there who was/has been treating me for dry eye disease, ocular rosacea, allergic/mast cell reactions in eyes, Coma (higher order corneal aberrations - a special kind of them), irregular astigmatism, meibomiam gland dysfunction, inflammation from Sjogren's Disease, etc... Dr. Mueller thought Autologous Tear Serum, Scleral Lenses, and IPL Treatment would help me. The medicaid waiver program has left me high and dry and unable to get the care that I need in vast majority of things...Dr. Mueller also recommended Pataday (Olapatadine) 0.7% due to the amount of allergic reaction and inflammation in my eyes combined and all the other symptoms.

I've recently started seeing Kumar Eye Institute (initially at the Hazelwood Ave location), and later (most recently - yesterday) - at the Poplar Level Rd. location. I have seen multiple doctors there. They recommend autologous tear serum, IPL treatment with lipiflow, scleral lenses, punctal plugs (which I had put in), and we've tried many kinds of eye drops. The eye drops, I need to be covered too....e.g. they are on the medicaid OTC formulary for the generic for refresh, but medicaid refuses to cover....even though they are on the formulary....I have been sick for 15 years now...I am so very tired.....

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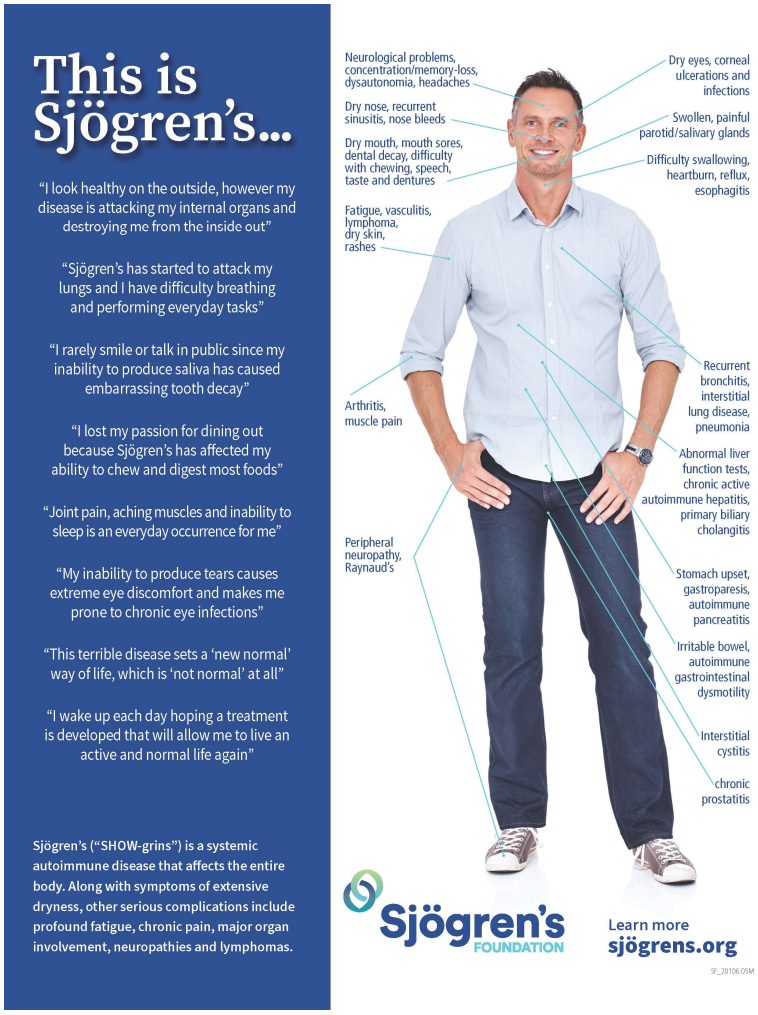
This is Sjögren's...
"I look healthy on the outside, however my disease is attacking my internal organs and destroying me from the inside out"
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Neurological problems, concentration/memory-loss, dysautonomia, headaches
Dry nose, recurrent sinusitis, nose bleeds
Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
Fatigue, vasculitis, lymphoma, dry skin, rashes
Arthritis, muscle pain
Peripheral neuropathy, Raynaud's
Dry eyes, corneal ulcerations and infections
Swollen, painful parotid/salivary glands
Difficulty swallowing, heartburn, reflux, esophagitis
Recurrent bronchitis, interstitial lung disease, pneumonia
Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
Stomach upset, gastroparesis, autoimmune pancreatitis
Irritable bowel, autoimmune gastrointestinal dysmotility
Interstitial cystitis
chronic prostatitis
Sjögren's FOUNDATION
Learn more
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Here is a link to the Sjogren's Foundation resources for physicians....it talks about clinical guidelines for Ocular and for Oral manifestations along with systemic manifestations of Sjogren's....

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fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Thursday, September 26, 2024 6:15 PM
To: sibal.khakiyeva@accesscasemanagement.com
Subject: Medical Health Summaries and Doctors for John R. Fouts -- 2024-09-26
Attachments: 2022-NeuroQuant-MRI-Atrophy-Report.png; 2024-07-31-Results-Urine-Prostaglandin-Metabolites-Undetectable-Low-Creatinine-John-Fouts-Dr-Vaughn.pdf; 2024-07-20-Prescriptions-and-Labs-Microclots-Dr-Vaughn.pdf; 2024-07-20-Dr-Vaughn-Treatment-Plan-John-R-Fouts.pdf; 2024-07-20-Dr-Vaughn-Labs-and-Prescriptions.pdf; 2024-07-31-Low-B1-Low-Free-Test-Low-Ferritin-High-LDL-Etc-Dr-Vaughn-John-Fouts.pdf; 2024-07-18-Dr-Vaughn-John-Fouts-FullScript.pdf; 2024-07-02-Information-On-Microclots-Dad-John-R-Fouts-Dr-Vaughn-Alabama-Moderate-Microclots-Result.pdf; 2024-03-12-Norton-MyChart-John-Fouts.pdf; 2024-03-12-UofL-MyChart-John-Fouts.pdf; 2024-04-11-U-Of-L-Hospital-Low-C4-2-Results.pdf; 2024-02-07-Health-Summary-MyHealthNow-U-of-L-Health-Hospital-John-Fouts.pdf; 2022-04-20-NeuroQuant-MRI.pdf; 2024-09-03-Molybdenum-Deficiency-John-Fouts.pdf; 2024-08-27-No-Detectable-Molybdenum-John-Fouts-UK-Neurology-Dr-Katyal.pdf; 2024-08-19-Eliqis-Letter-Of-Medical-Necessity.pdf; 2024-08-16-Letter-Of-Medical-Necessity-Oxygen-Concentrator.pdf; 2024-08-20-Dr-Vaughn-Letter-Of-Medical-Necessity-Pentoxifylline-John-R-Fouts.pdf; 2024-09-17-Letter-From-2023-Caretaker-Letter.pdf; 2024-09-17-Letter-L.E.T.-Theresa-Adamchik-PTSD-John-Fouts.pdf; 2024-09-17-Dr-Stocker-Letter-John-Fouts-Disability.pdf; 2024-09-09-LifeLong-Compression-Stockings-Letter-Dr-Dwivedi-John-Fouts.pdf; 2024-04-16-Letter-Of-Medical-ecessity-Pycnogenol.pdf; 2022-11-12-Dr-Stocker-Memory-Impairment-Letter.pdf; 2021-Access-Pass-Dr-Murphy-John-Fouts-Paperwork-Natl-Parks.pdf; Disability Letter Evidence John R Fouts Date of Disability June 30, 2022-1.pdf; 2020-07-10-Dr-Murphy-ServiceAnimal-Letter(3).pdf; 2023-ESA-Letter.pdf; 2023-12-27-Plan-Of-Care-WIP-Document-Jessica-Jones-The-Old-Home-PLace.pdf; Are you the supervisor of Jessica Jones_ -- Need help with some thin....eml (2.29 MB); Fwd_ Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2 - fouts.john@gmail.com - Gmail.pdf

2024-Ongoing-Medical-Expenses-Medical-For-DCBS-John-R-Fouts.xlsx

Ongoing-Meds-List-and-Doctors-John-R-Fouts.xlsx

IMG_1614.HEIC

IMG_1727.HEIC

IMG_1731.HEIC

IMG_1732.HEIC

IMG_1735.HEIC

IMG_1736.HEIC

Sibal,

Here are a few of my needs and some health summaries which show medications and doctors.....

I feel like I am still leaving out some though unintentionally of course....

==========

Recliner Chair

==========

Zach Grider at The Ole Home Place states that he has been trying to get this to be covered for months...but has not been able to....can you help? I have Chronic Venous Insufficiency and need to elevate my legs often or have them in compression sleeves that I wear regularly - compression stockings - I also am supposed to as part of the Long Covid microclots treatment use the heat and air compression stockings that I had to purchase out of pocket that medicaid and the waiver refuse to pay for...or reimburse me...
Can you help?

==========

Shower chair like we discussed.

Leg heat and air cycling circulation device to promote venous return.

Dr. Allen said he'd write a Rx for

==========

Getting reimbursed for and ongoing coverage for Methylene Blue

==========

This is something that Dr. Freilich at UK has me taking to help with mitochondrial dysfunction. I know way too much about too many things but anyway - it can act as an electron recipient or an electron donor and in many studies has been shown to increase mitochondrial energy production well over 200% at the cellular level. One study showed that it increased it by 500%. Dr. Vaughn who treats long covid microclots in my case -- also recommended it to me to take. It is expensive. Medicaid and the waiver continue to deny paying for it and reimbursing me for

anything literally.
==========

==========
Red Light Therapy and Hyperbaric Oxygen Therapy and IV Vitamin/Mineral Infusions
==========
These are recommended by Dr. Vaughn who is treating me for Long Covid Microclots. The only place I found in town or anywhere in Kentucky is at VyFy Wellness.

==========
IPL Treatment for Dry Eye Disease --
==========
IPL is the ONLY treatment for Dry Eye Disease and Meibomiam Gland Dysfunction that is FDA approved for those conditions. I have well documented evidence from multiple opthamologists and clinics that support that with objective medical evidence and test results. The waiver denies coverage. Can you help? Kumar Eye Institute and Dr. Whitlow on Poplar Level Road is the doctor I see for that presently.
==========

==========
Autologous Tear Serum for my eyes -- again -- Waiver refuses to pay
==========
I have a letter of medical necessity from Dr. Kristin Rabaut. Dr. Mueller at Bennett and Bloom Eye Centers also has recommended. Dr. Eiferman at U of L also has recommended. Waiver program will not cover it....can you help?
==========

==========
Long Covid and Microclots Treatments and MCAS (Mast Cell Activation Syndrome)
==========
Long Covid Microclots Treatment -- Need Help Getting Medicaid Waiver to Reimburse Medical Expenses That It Should Have Covered -- Need Help Getting It To Cover Ongoing Expenses. Need Help Getting Labs and Exams Covered -- Need Help Getting Drugs Listed As Preferred On The Medicaid Forumlary Covered....

Dr. Jordan Vaughn is the treating physician. He is at MedHelp in Alabama. He is the only doctor in the US, besides a group called RTHM that is now also treating that is also out of state but does not help people in Kentucky...so Dr. Vaughn is the only treating physician in the United States treating Long Covid microclots. He was trained by Dr. Resia Pretorious in S. Africa, who discovered microclots in patients with Long Covid. Her research is very well documented. I have provided all doctor letters of medical necessity multiple times previously and Medicaid and the Waiver continue to not pay for anything. This is a condition that could kill me -- so it is very important for it to be treated. I am not able to afford all of the medications paid for out of pocket each month especially when Medicaid and/or the waiver should be paying for the treatments to begin with!
==========

==========

NeuroQuant MRI -- Help Getting Approval -- UK Neurology -- Dr. Katyal -- UK Clinic
Northwest Radiology in Indiana is closest place - and where I had it done before.
It is also where Dr. Katyal is attempting to get the PA covered...

==========

I have advanced brain atrophy standardized for my age and gender (see NeuroQuant results). My Neurologist, at UK, Dr. Katyal, recently put in an order for a repeat follow-up one. The first one I had was in 2022 early in the year in April...I was not on Medicaid nor the waiver program then....

The Brain Atrophy Issues Noted Below Scare Me From My Exam in 2022

In 2022 (Brain Status Volumetrically) - NeuroQuant MRI
9th normative percentile overall brain volume....

In 2022 (One Specific Finding From Volumetric Study) - NeuroQuant MRI
2nd normative percentile for frontal parenchyma and that was in 2022....

Medicaid does not cover anything out of state because they are a state program, but again, I have major issues because many providers I need to see and Centers of Excellence I need to visit are out of state, and I need coverage! I need you to help me get the coverage I need. I didn't choose to be sick - and I don't deserve to be punished because appropriate care providers are out of state.

There are no NeuroQuant providers in the state of Kentucky. Cortechs AI is who developed the software years ago. Cortechs.ai. The contacts for it that I have are below:

Jared Dixon
VP, Global Sales

(859) 240-1965 858 459 9700
jdixon@cortechs.ai
5060 Shoreham Place, Ste 240, San Diego, CA
Cortechs.ai

Kerry Schauer
Manager, Global Partnerships

858 459 9700
kschauer@cortechs.ai
5060 Shoreham Place, Ste 240, San Diego, CA
Cortechs.ai

==========

==========

Other MRI Needs

==========

Need help getting 2nd opinion on a couple of former MRIs and getting a proper formal evaluation of the 1st NeuroQuant MRI.

2nd opinions are needed on Lumbar and Thoracic Spine (last 2 of each). Reason is because the last 2 most recent of each show no tumors and then a tumor at L2 and at T8. They state that these are Hemangiomas - but there is not a 100% way to tell for sure -- since I have Sjogren's Disease and there is up to a 44x higher increased risk of developing Non Hodgkin's B-Cell Lymphoma.....and since Lymphoma
is a differential diagnosis for hemangioma....I would feel much more comfortable having another opinion from
a highly qualified neuroradiologist. Johns Hopkins used to have a 2nd opinion radiology service, and Dr. David
Yousem previously did over-reads of reports for me there many years ago....I don't know if they still have that
program. My concerns are valid and I need help getting the over-reads covered.

Also need 2nd opinion over reads on last two brain MRIs as the reports are different in terms of atrophy reporting (from a non-volumetric MRI)...also need to make sure nothing is being missed on Cervical....

==========

==========

Osteoporosis of the Lumbar Spine

==========

I need help in knowing what I need to be doing to manage bone loss

==========

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Dyspnea and Orthropnea and Bendopnea

==========

Need to know what I can do to help investigate this further. I am always having trouble breathing. If I have it when I am laying down, it often helps if I stand up for a while. Problem is I have trouble breathing while standing up often also. And it is worse when I bend forward. I have had Pulm PFTs and I have been evaluated by Cardiology. I also was able to get a Hi Res CT Scan approx 1 year ago. Nothing really explained the trouble breathing issues. It needs to be investigated further as low Oxygen can cause things such as brain atrophy. The clots are also implicated (microclots from Long Covid). I am trying to treat those, but Medicaid and Medicaid Waiver are refusing to pay for any of the coverage and I am too tired to keep fighting. I need help.

I have attached the letters of medical necessity I have from doctors -- there are more, but this is a majority of them...

==========

At UK Clinic in Lexington, KY:

Neurology (Neuromuscular) - Dr. Katyal Neurologist

Rheumatology - Dr. Freilich Rheumatologist

Neurology (Headache Clinic) - Brittany Castle Neurology (Headache Clinic)

Psychiatry - Dr. Aquino (Psychiatry) - First Appt On Friday 9/27

Gastroenterology / Hepatology - Dr. Deyle (Not Impressed)

Neuro-Opthamology -- Don't know doctors name -- also not impressed

At Norton

Dr. Josh Allen -- PCP -- Mt. Washington -- Norton Community Medical Associates

Dr. Glisson -- Hematology/Oncology

At U of L

Endocrinology - Dr. Sibai / and formerly Dr. Krish

Pain Management - Dr. Lady

==========

Dermatology -- Dr. Brown -- Associates in Dermatology (Fern Creek, KY)

==========

First Urology -- Dr. Malone (historically) -- Dr. Kartha -- current provider -- Urology

==========

Talk Therapy - No Longer In This - Recently was seeing U of L Traeger Center for Psychotherapy.....

==========

Art Therapy - No Longer In This - Recently was in Art Therapy through Louisville Expressive Therapies....

==========

Can you provide me with a list of art therapy providers that are covered by medicaid? Medicare?

==========

==========
I am deficient in Molybdenum (none detected) - and need help finding what I need to do and getting Medicaid or the waiver to help pay for the treatment
==========

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 9:44 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: Fwd: Visit to Bullitt Co (16.3 KB); Fwd: Visit to Bullitt Co (6.05 KB); Fwd: Who do I contact since the Ombudsman's Office will not communicate?... (10.0 KB); Fwd: Visit to Bullitt Co (13.4 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (16.3 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (11.9 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (7.42 KB); Fwd: Thank you - this is all helpful information - how can I also get h... (1.56 MB); Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Di... (316 KB); Are you the supervisor of Jessica Jones? -- Need help with some things -... (2.29 MB)

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

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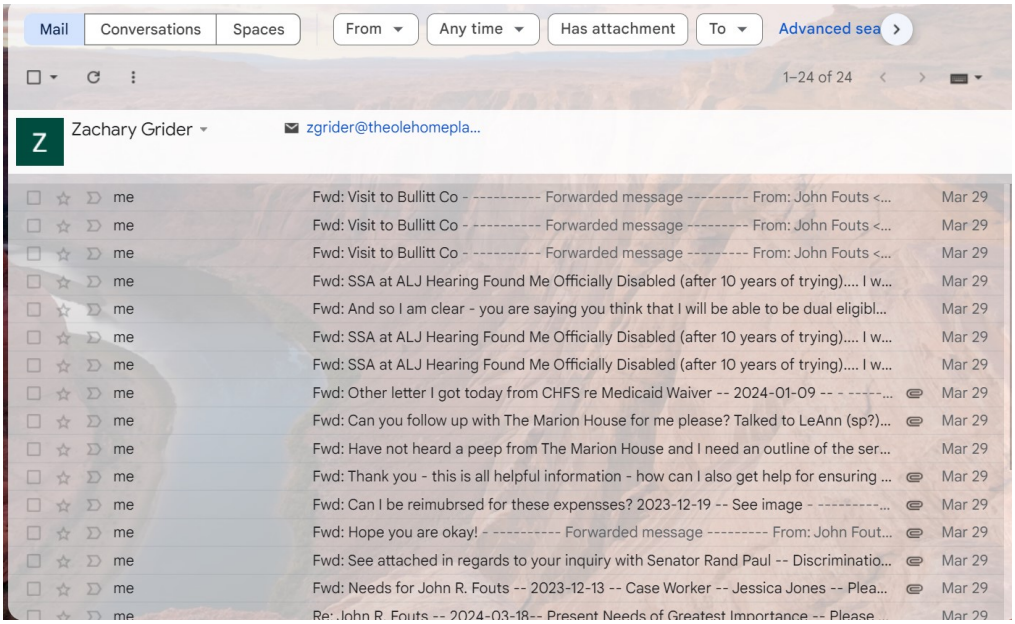
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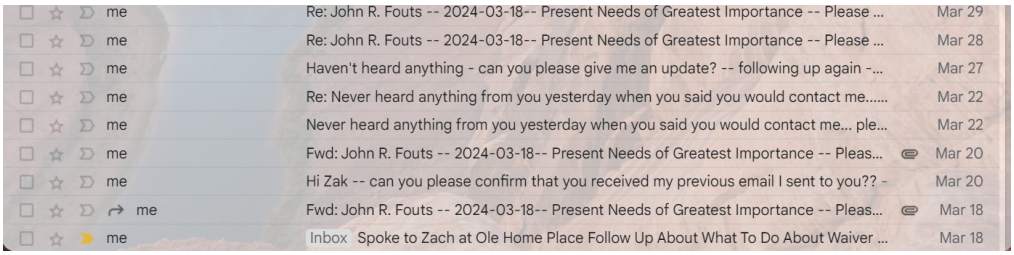
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Fax. 502.996.8246

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Waiver helpdesk
Phone: 844-784-5614
Email: 1915cwaiverhelpdesk@ky.gov

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

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CHFS.Listens@ky.gov

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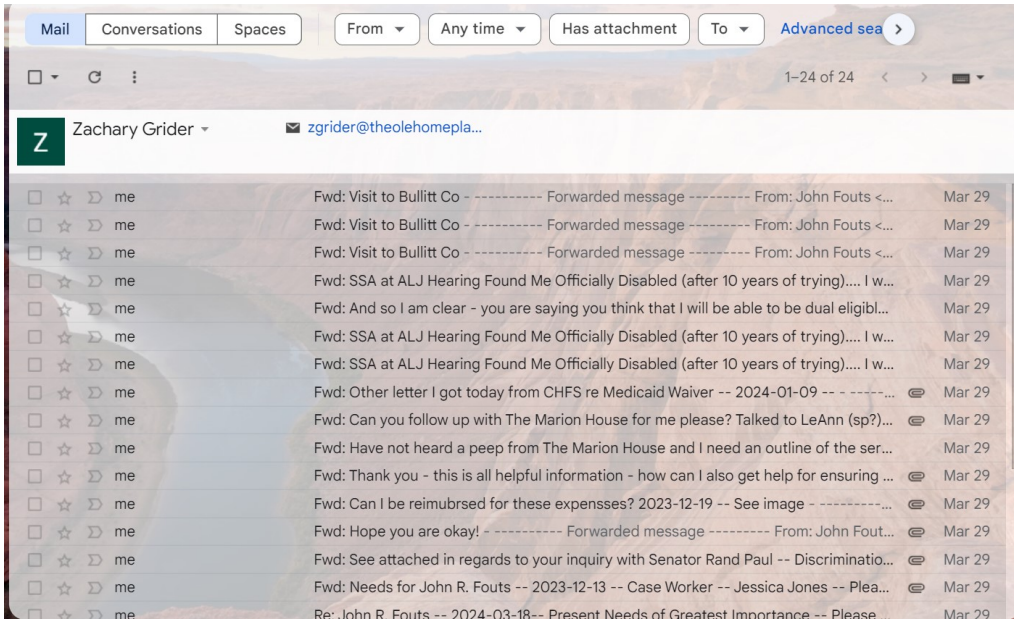
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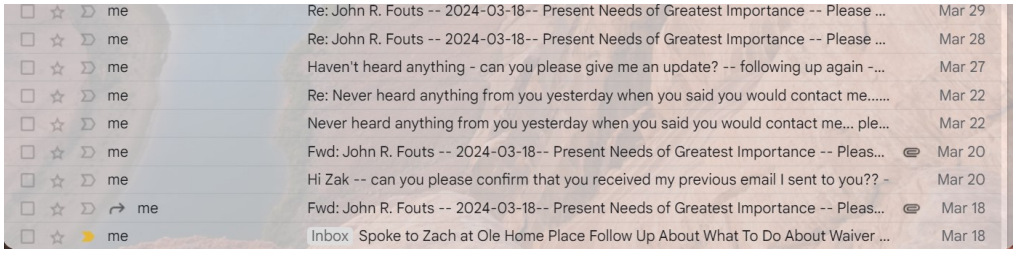
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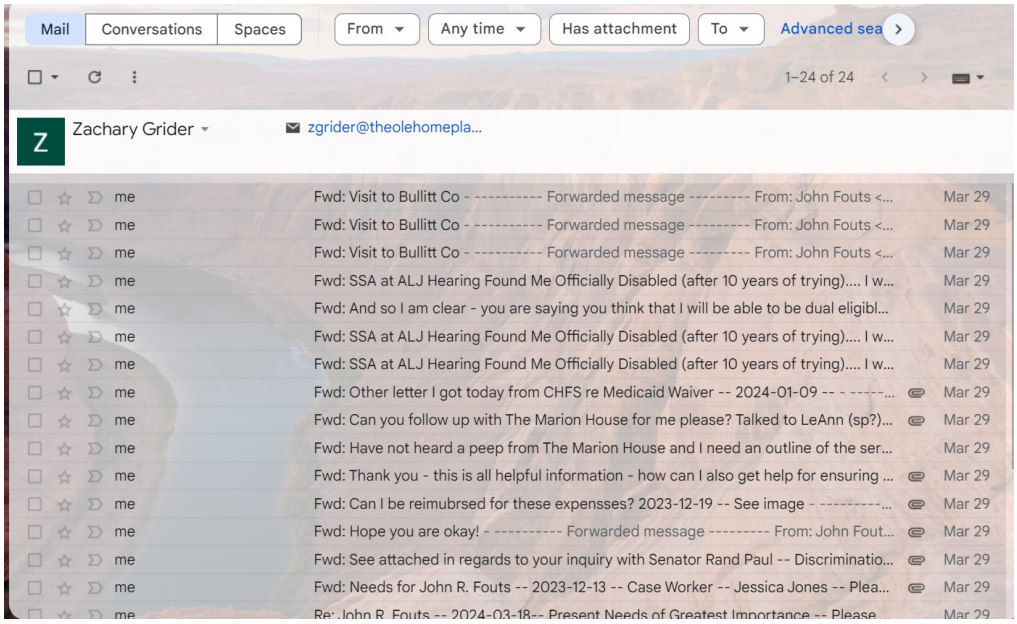
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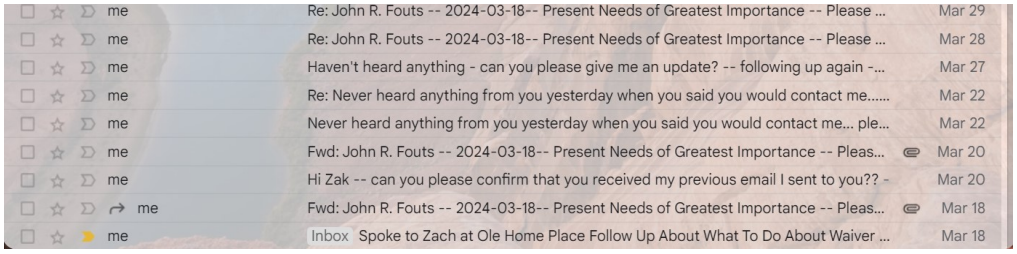
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Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

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From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Friday, April 5, 2024 1:24 PM
To: fouts.john@gmail.com
Subject: FW: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

Good Afternoon Mr. Fouts,

I am unable to answer what is typical. Again it has been confirmed that DMS Waiver Helpdesk is working with your case manager on providing assistance on getting services approved. If you need to further follow-up with them their contract information is listed below:

Waiver helpdesk
Phone: 844-784-5614
Email: 1915cwaiverhelpdesk@ky.gov

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

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From: John Fouts <fouts.john@gmail.com>
Sent: Thursday, April 4, 2024 6:18 PM
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Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

Thank you for your response. Is it typical to not be able to use any of the waiver benefits in terms of for goods for 1/3 of a year? 4 months+?

On Tue, Apr 2, 2024 at 8:30 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

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Please confirm receipt.

You can see I have been asking for literally 'any' of the items noted since December of last year...not able to get any help with anything except for mom's meals...

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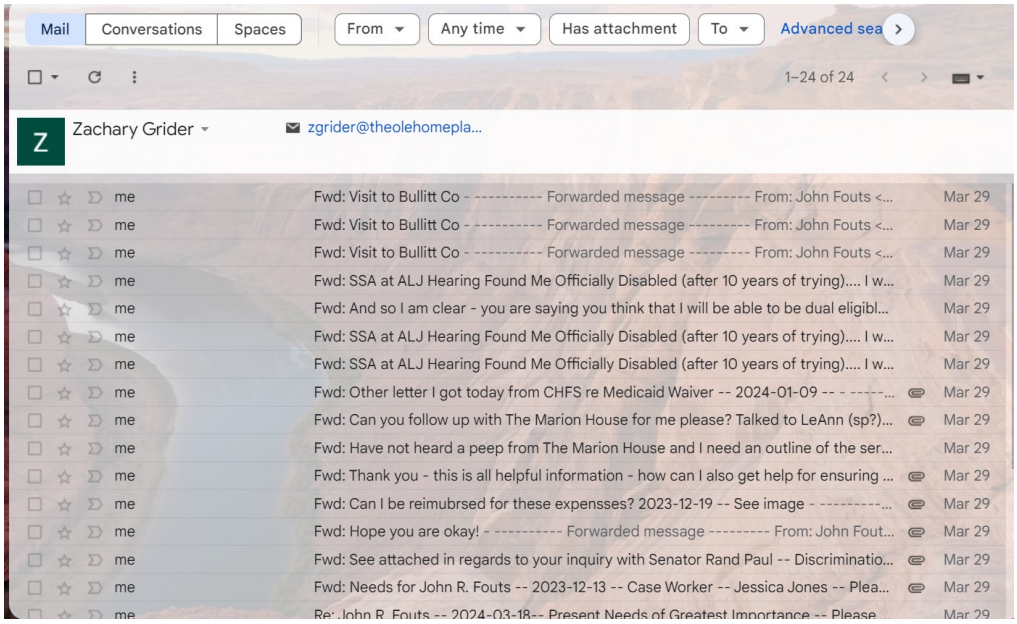
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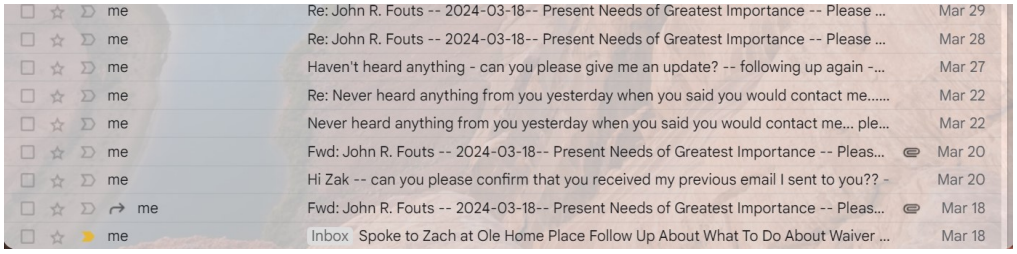
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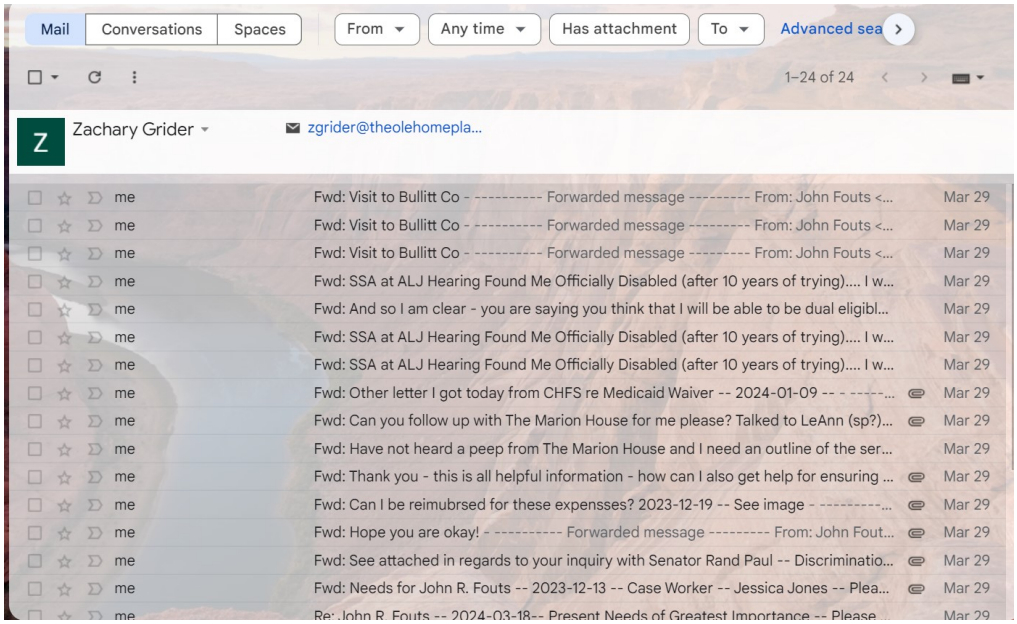
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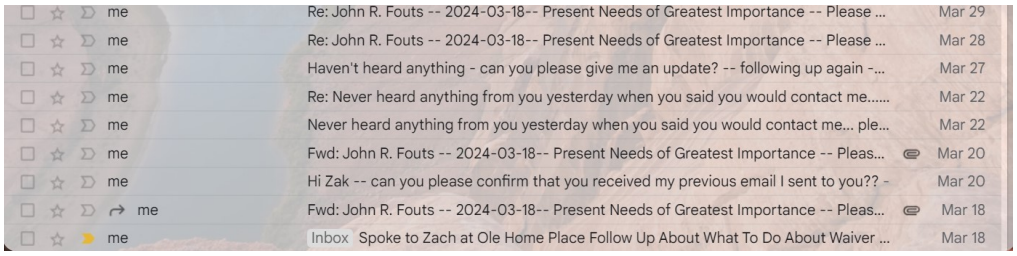
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To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

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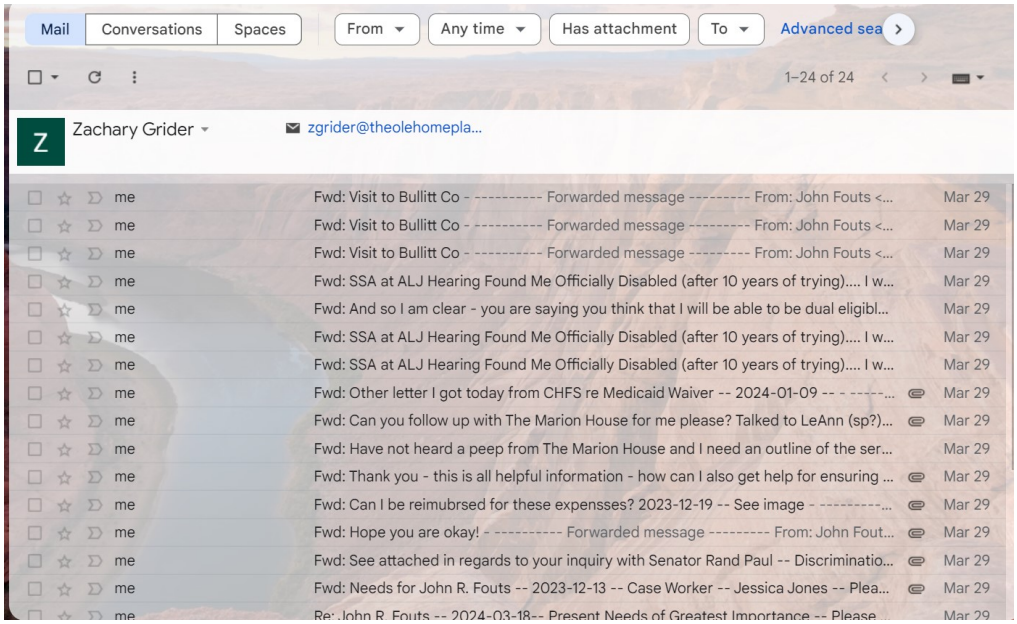
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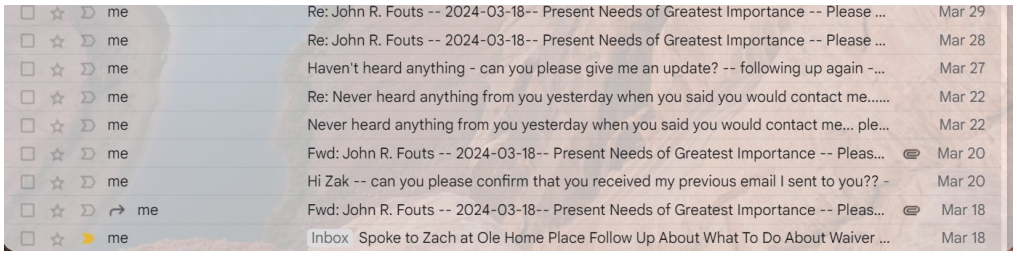
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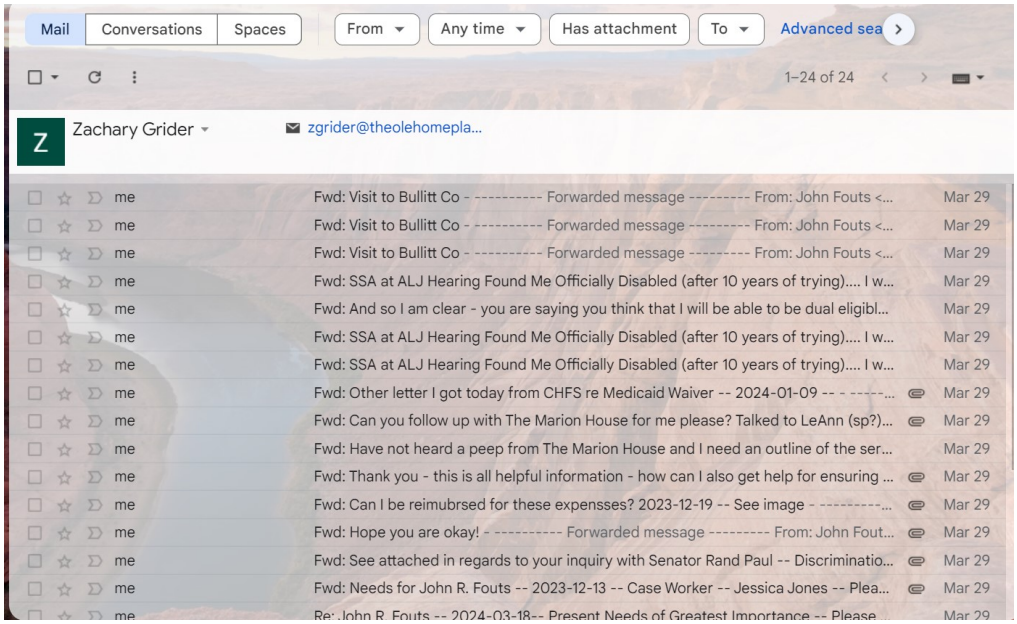
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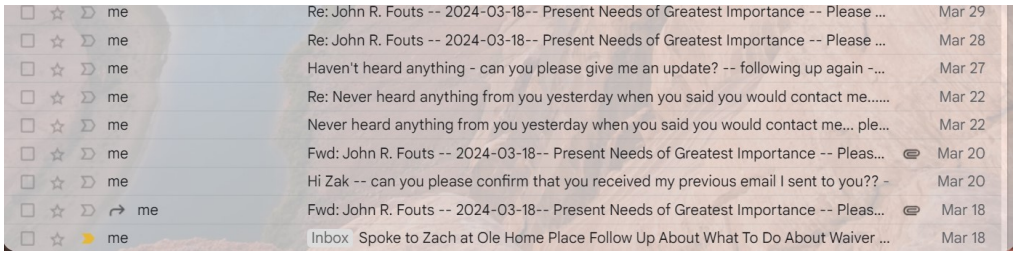
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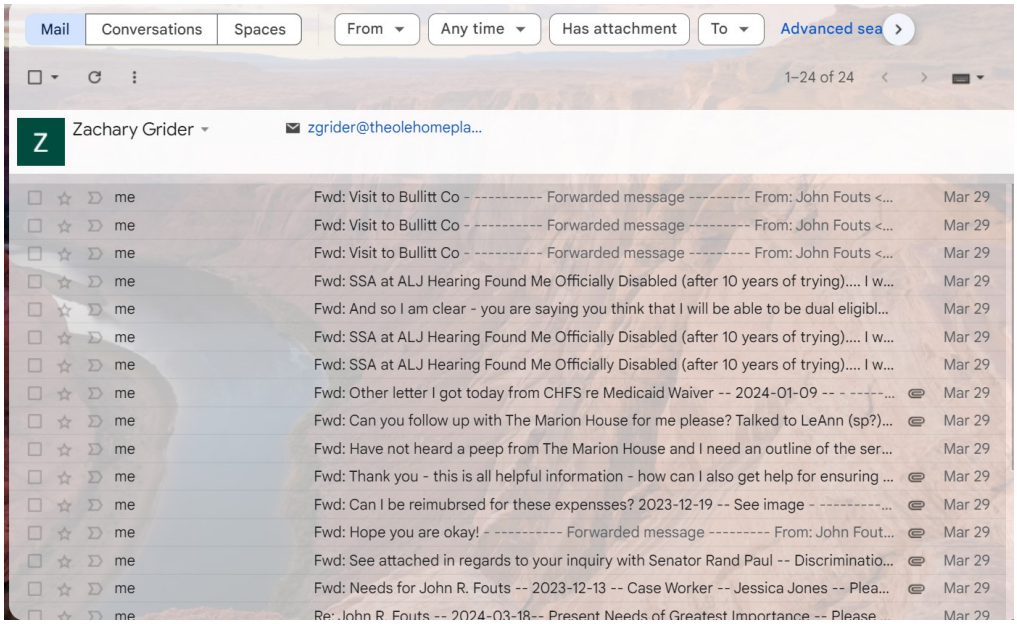
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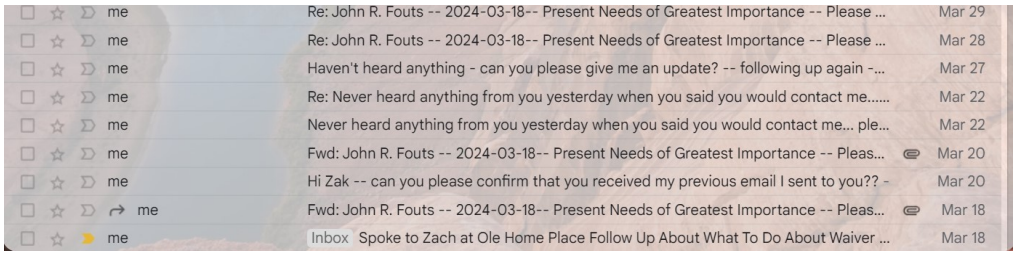
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Attachments: Gmail - Fwd_ See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14.pdf; Gmail - Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please .pdf; Gmail - Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2.pdf

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Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

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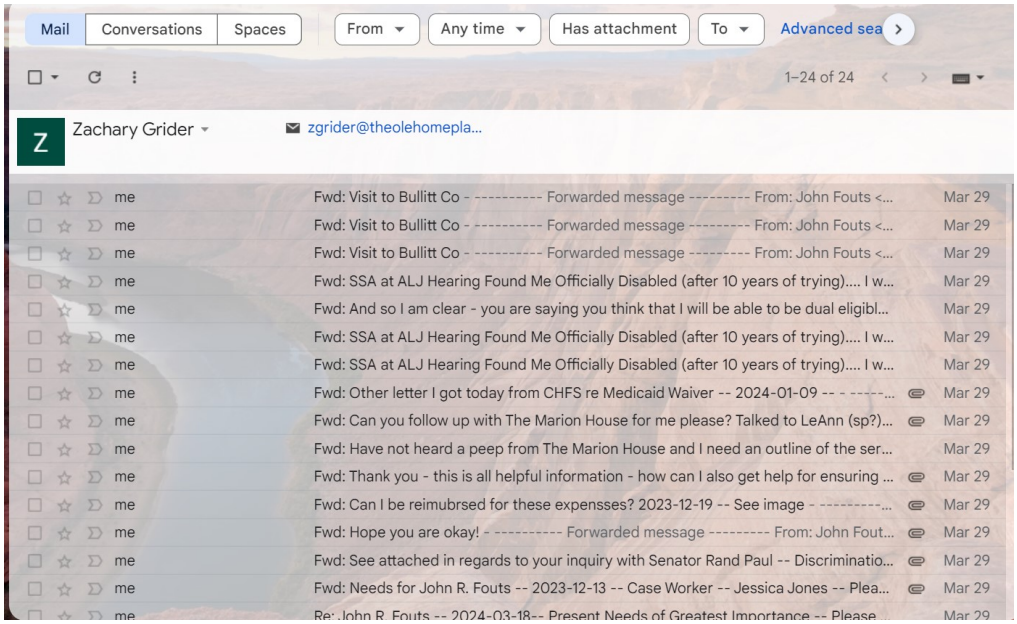
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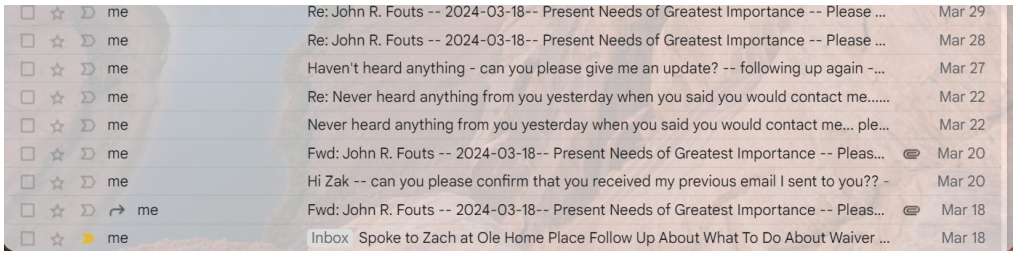
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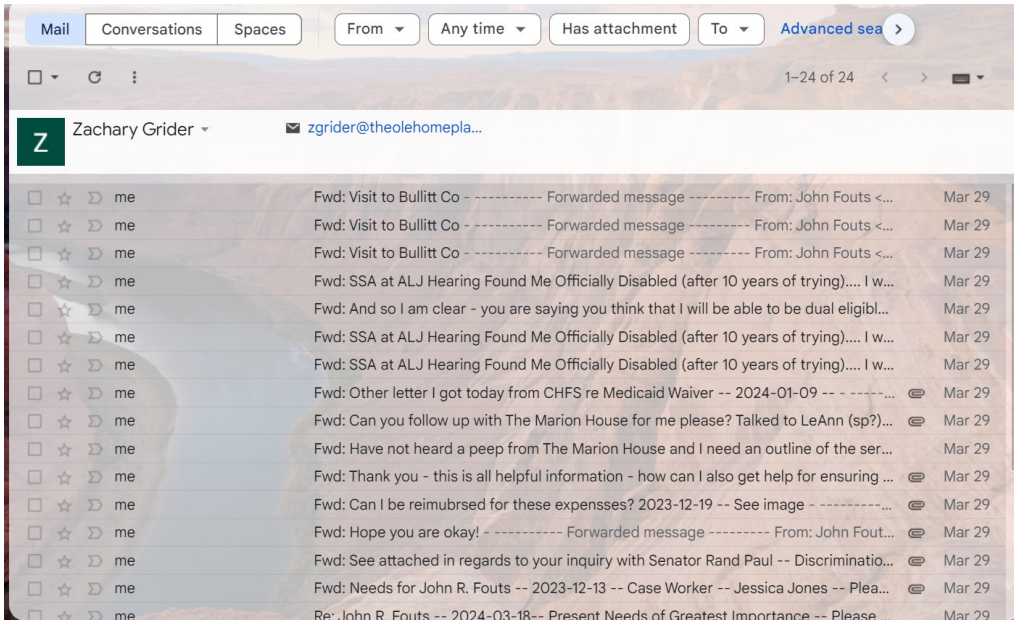
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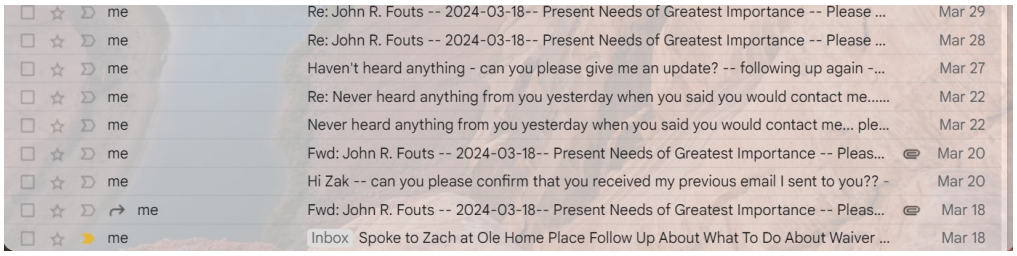
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Cc: CHFS Listens
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Attachments: image.png

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Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

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As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

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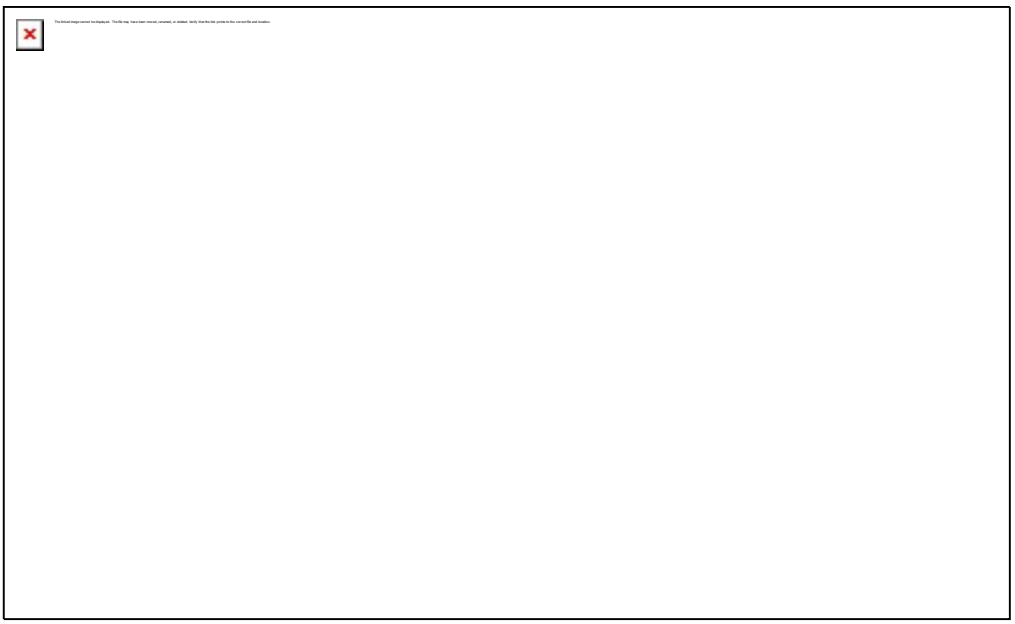

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To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

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Date: Wed, Feb 14, 2024 at 1:53 PM
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J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
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>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
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> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
> > On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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Hope you are doing better.

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
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> > > Medicare to my knowledge, has no weight on your waiver.
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> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
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On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

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> **John R. Fouts, MBA**
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> **Fax. 502.996.8246**

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Bcc:
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Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

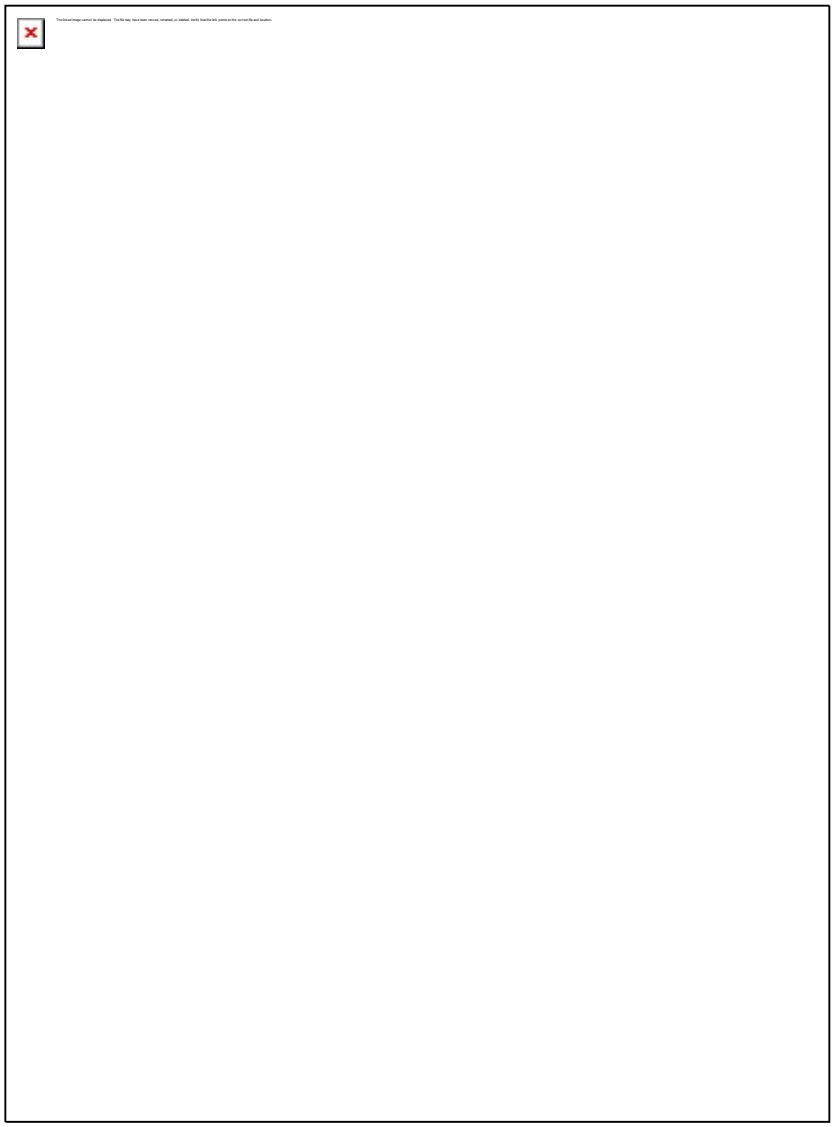
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

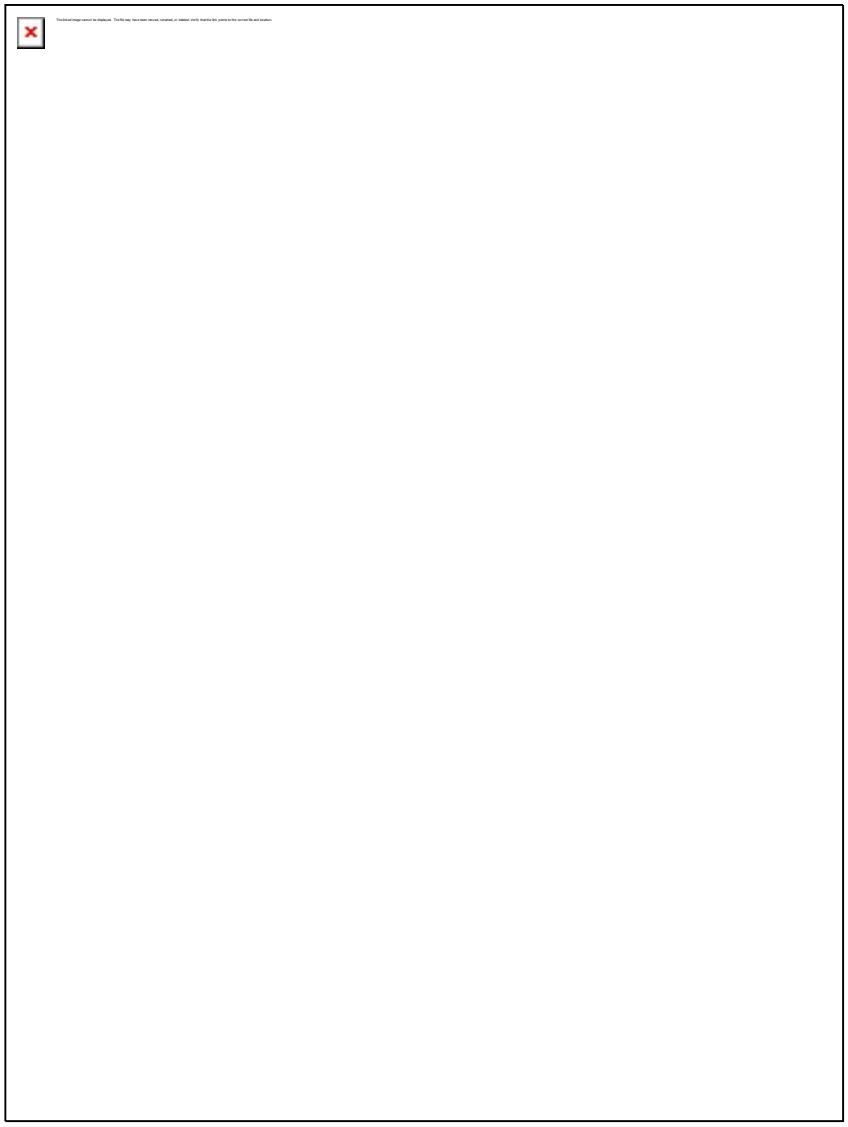
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

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From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

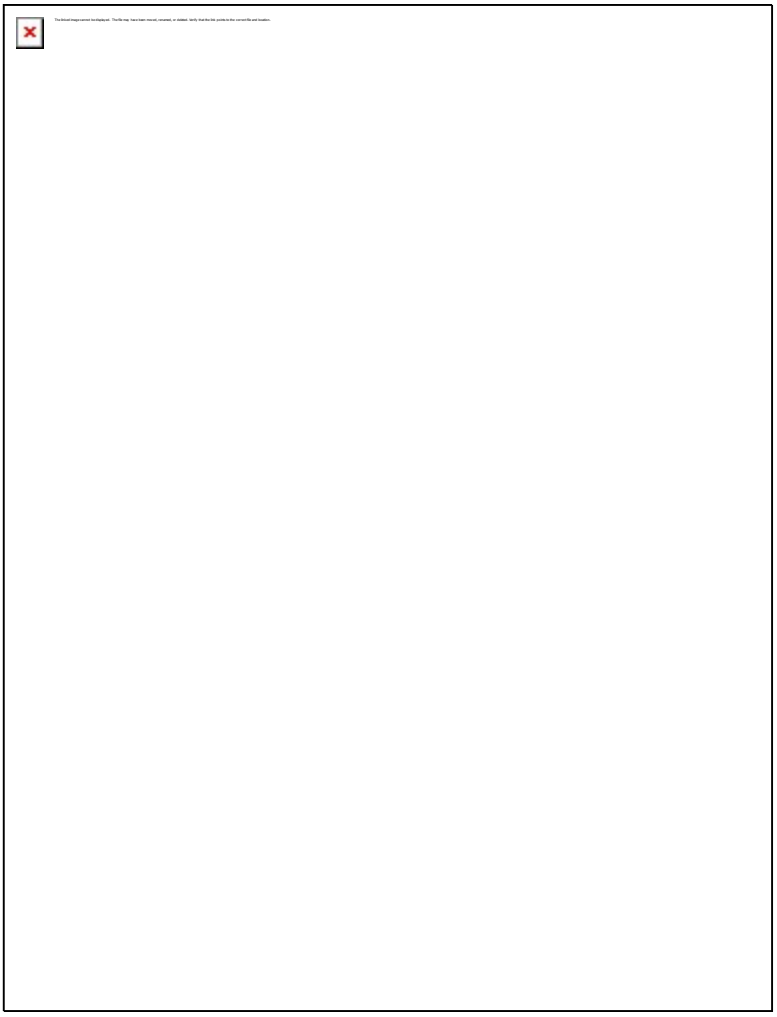
John R. Fouts, MBA

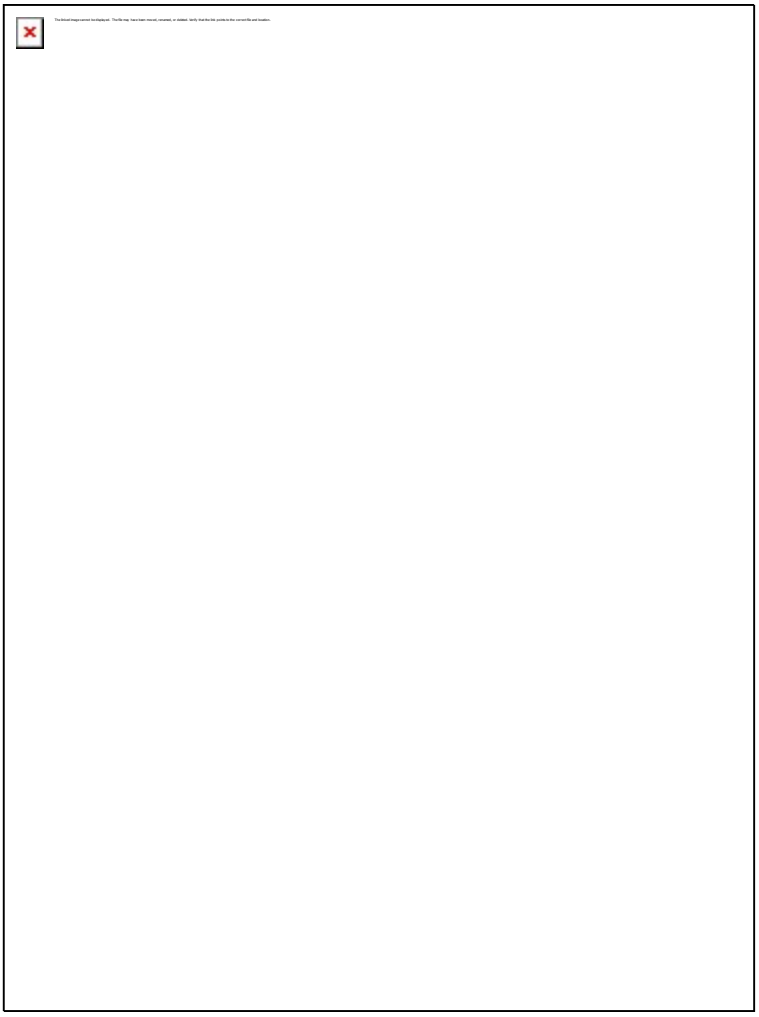
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

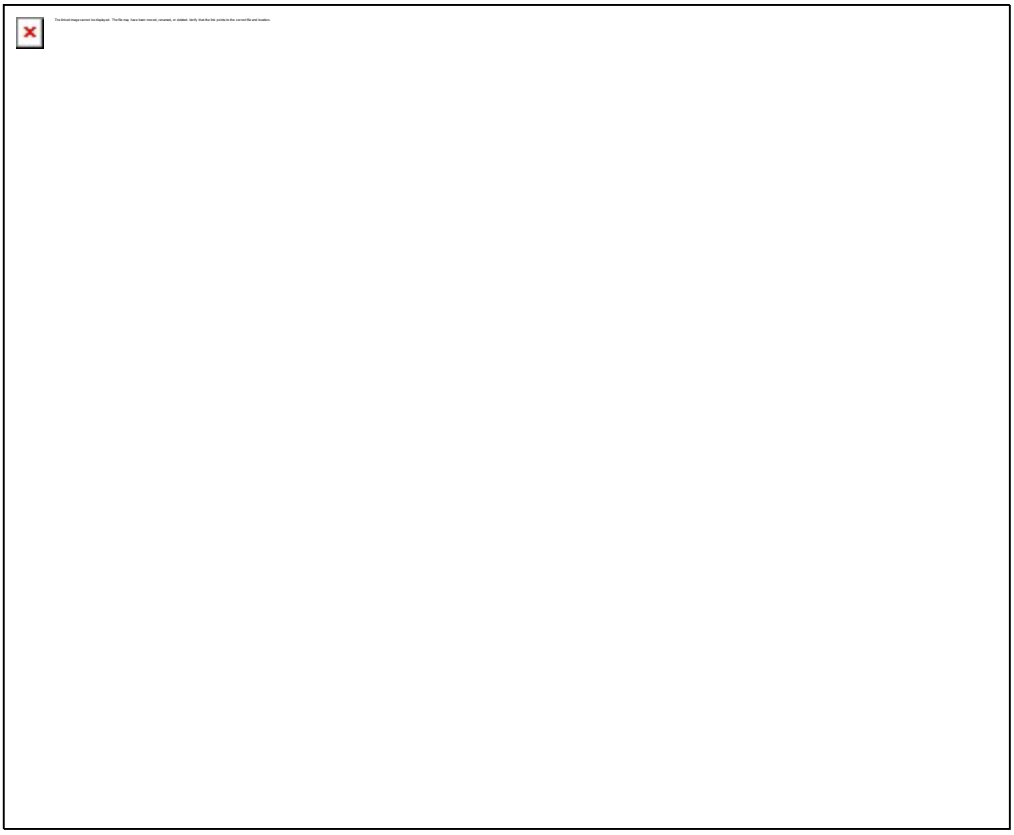




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 10:46 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>

Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

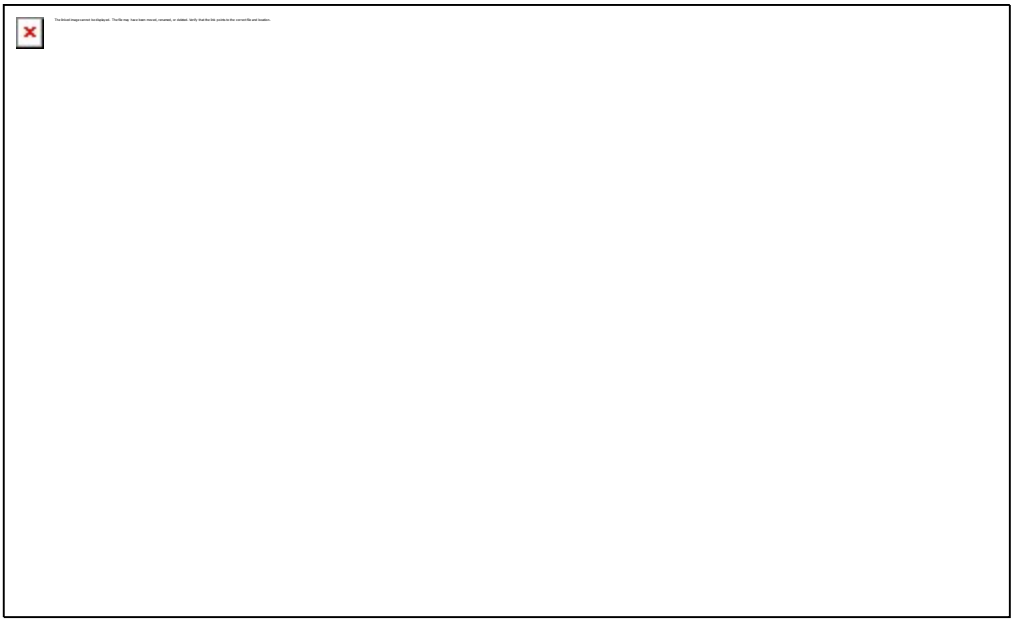
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
> > On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
> >
> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
> > >
> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
> > > Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.
> > >
> > > John
> > >
> > > On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> > >
> > > > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> > > >
> > > > --
> > > >
> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

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From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
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> > > >
> > > > --
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> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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Jessica Jones CM

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Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
>
> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.
>
> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>
> John
>
> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
>
> Medicare to my knowledge, has no weight on your waiver.
>
> Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
>
> Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
>
> On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
>> Jessica,
>>
>> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>>
>> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>>
>> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
>>
>> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>>
>> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.
>>
>> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>>
>> John
>>
>> --
>>
>> **"Shining" in Service,**
>>
>> **John R. Fouts, MBA**

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>

Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

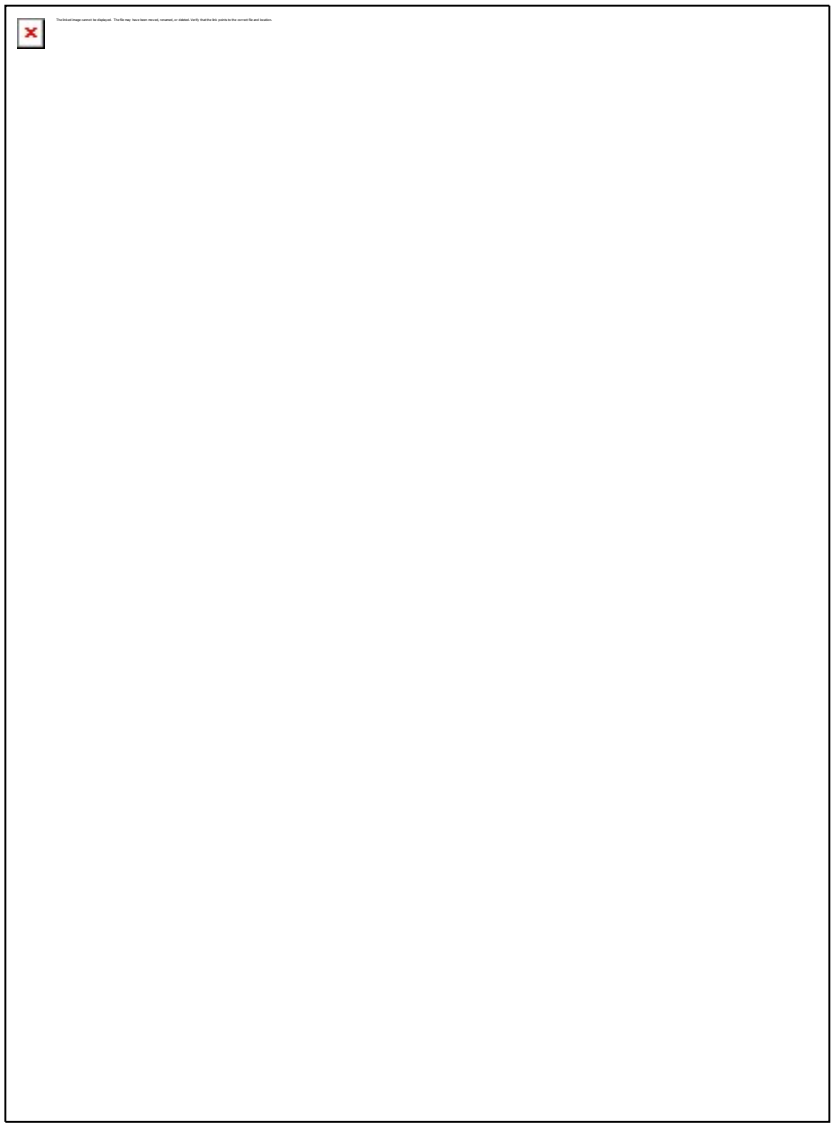
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

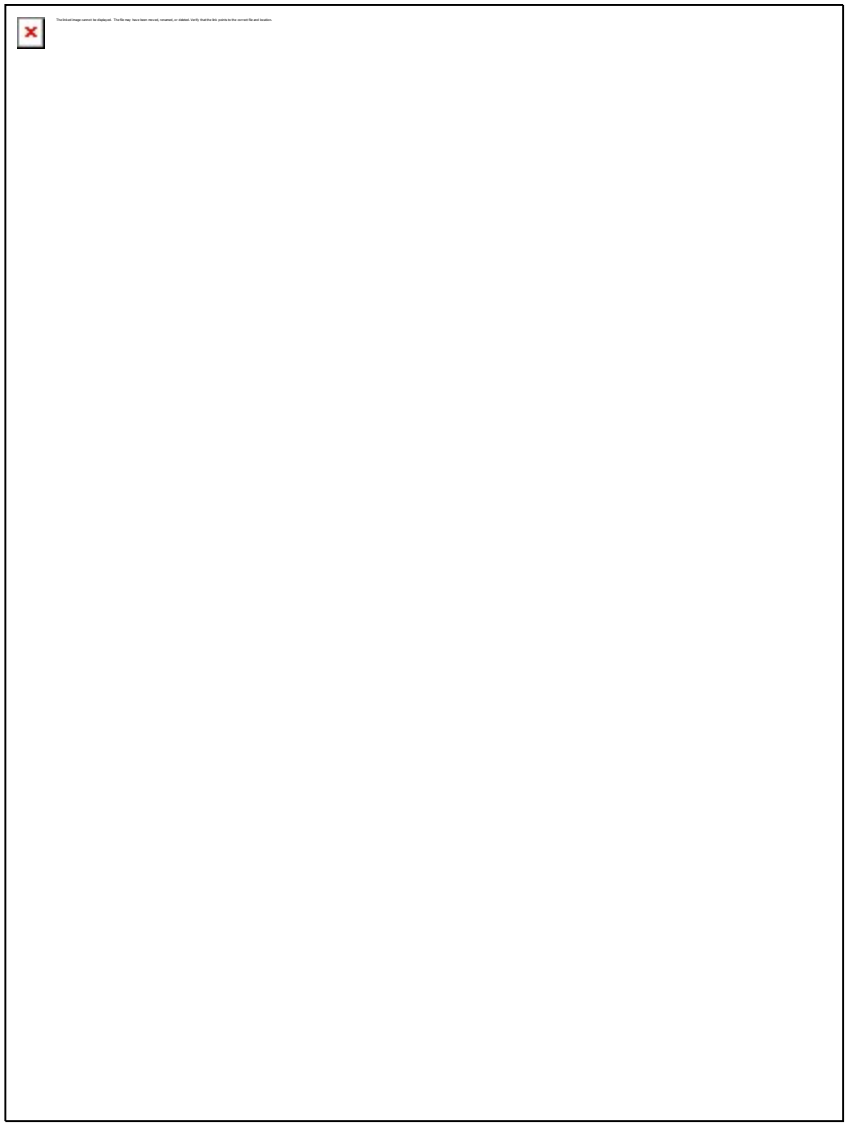
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

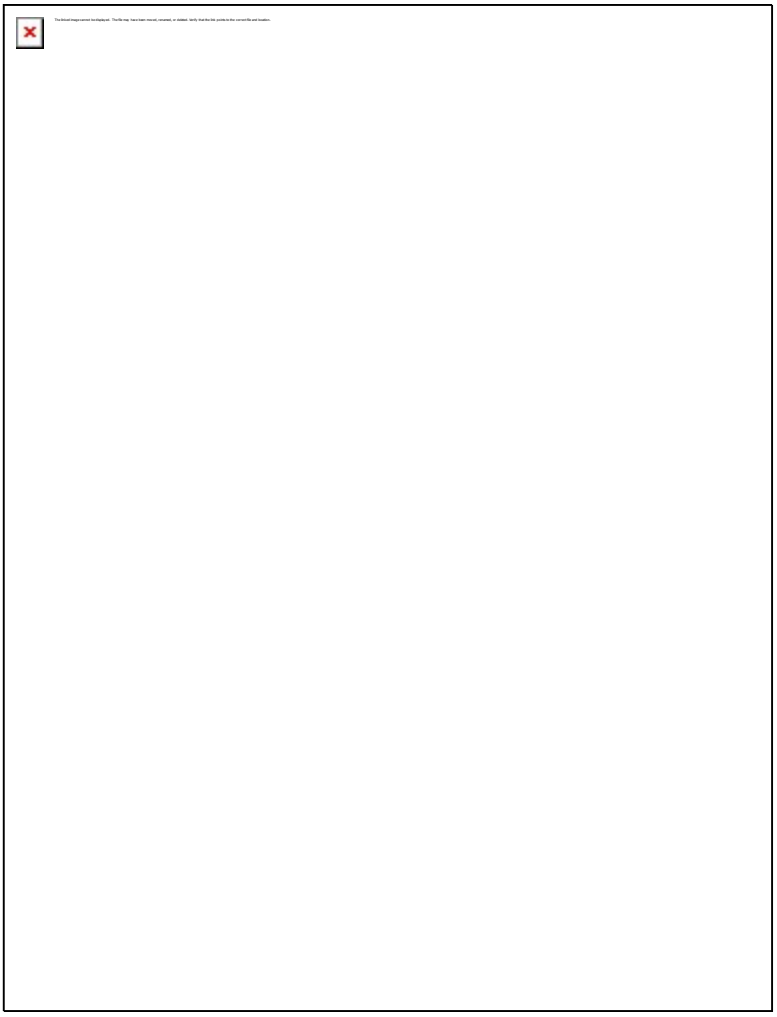
John R. Fouts, MBA

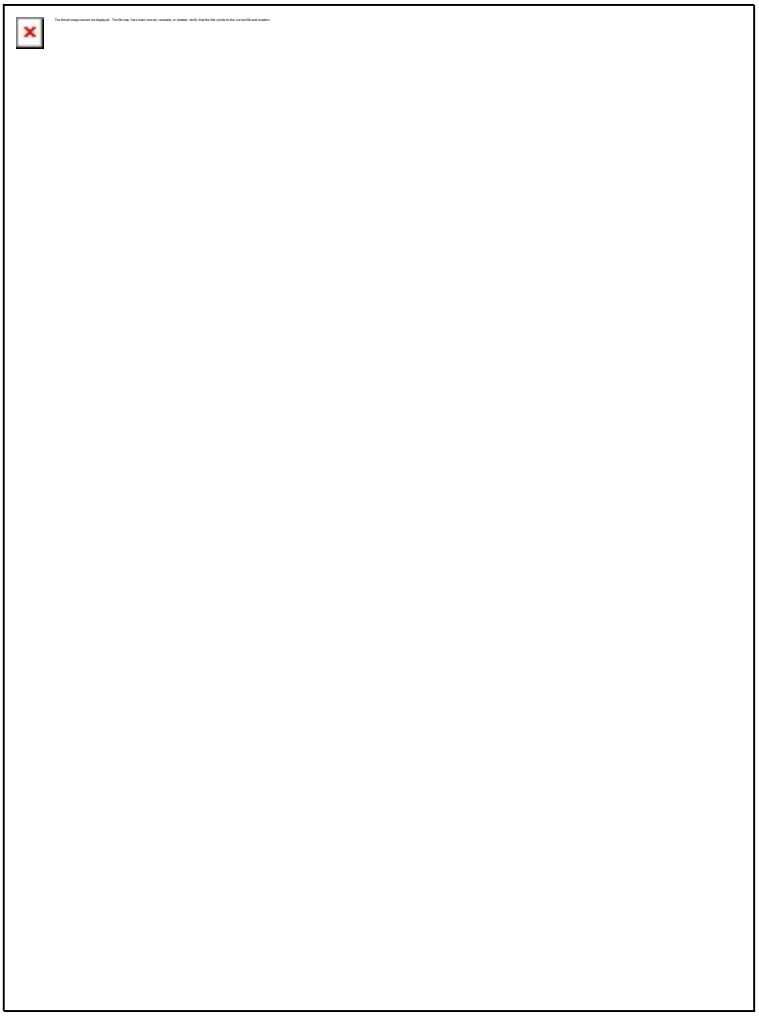
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

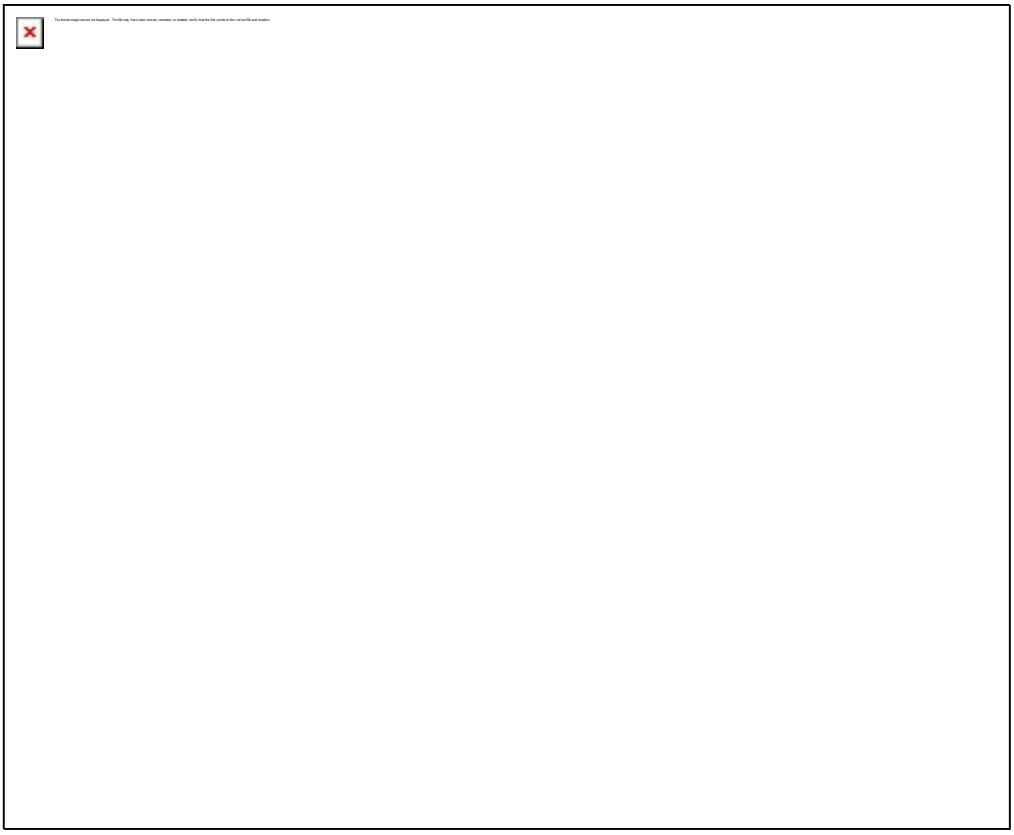




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 10:46 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>

Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

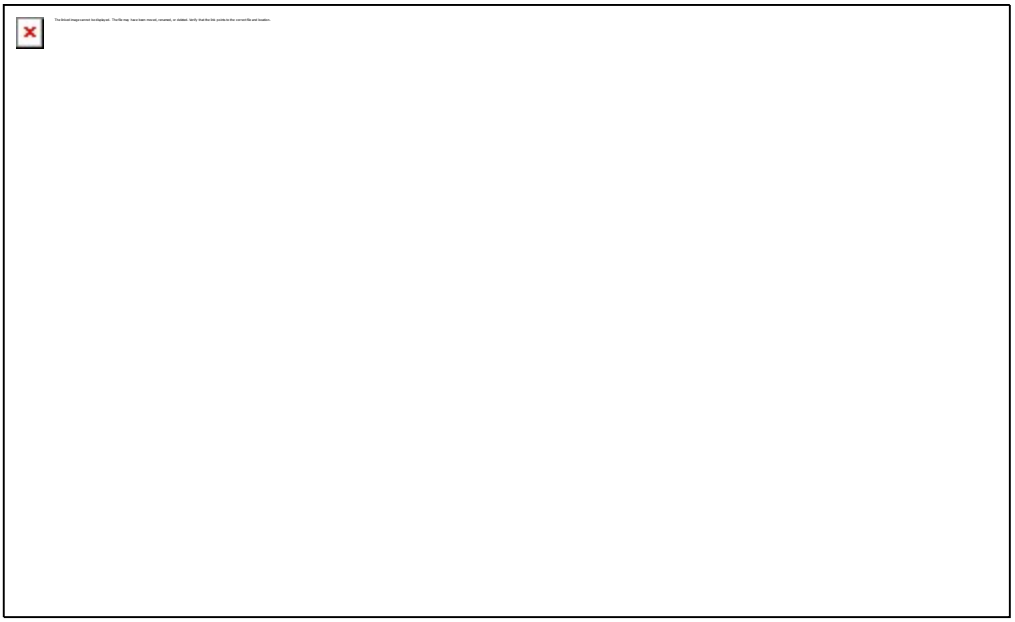
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
> > On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
> >
> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
> > >
> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
> > > Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.
> > >
> > > John
> > >
> > > On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> > >
> > > > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> > > >
> > > > --
> > > >
> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
> >
> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
> > >
> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
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> > >
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> > >
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> > > >
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.
>
> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>
> John
>
> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

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>>
>> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>>
>> John
>>
>> --
>>
>> **"Shining" in Service,**
>>
>> **John R. Fouts, MBA**

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
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John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

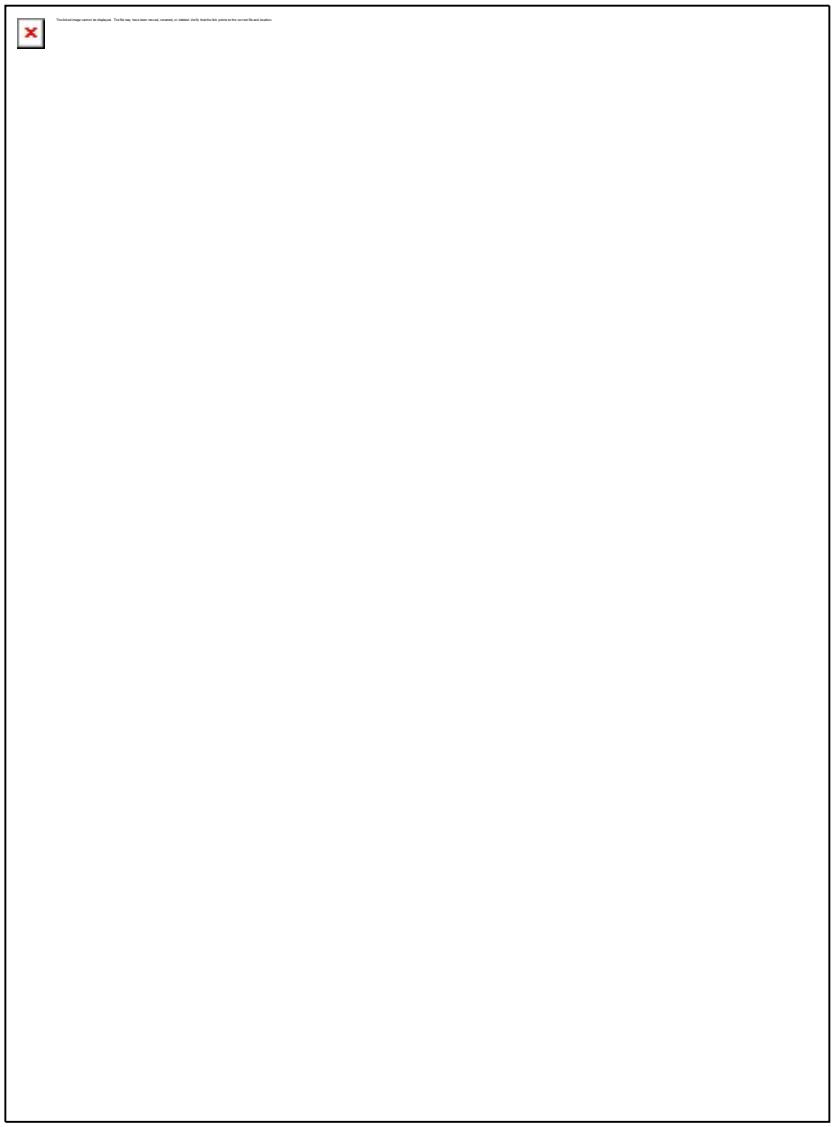
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

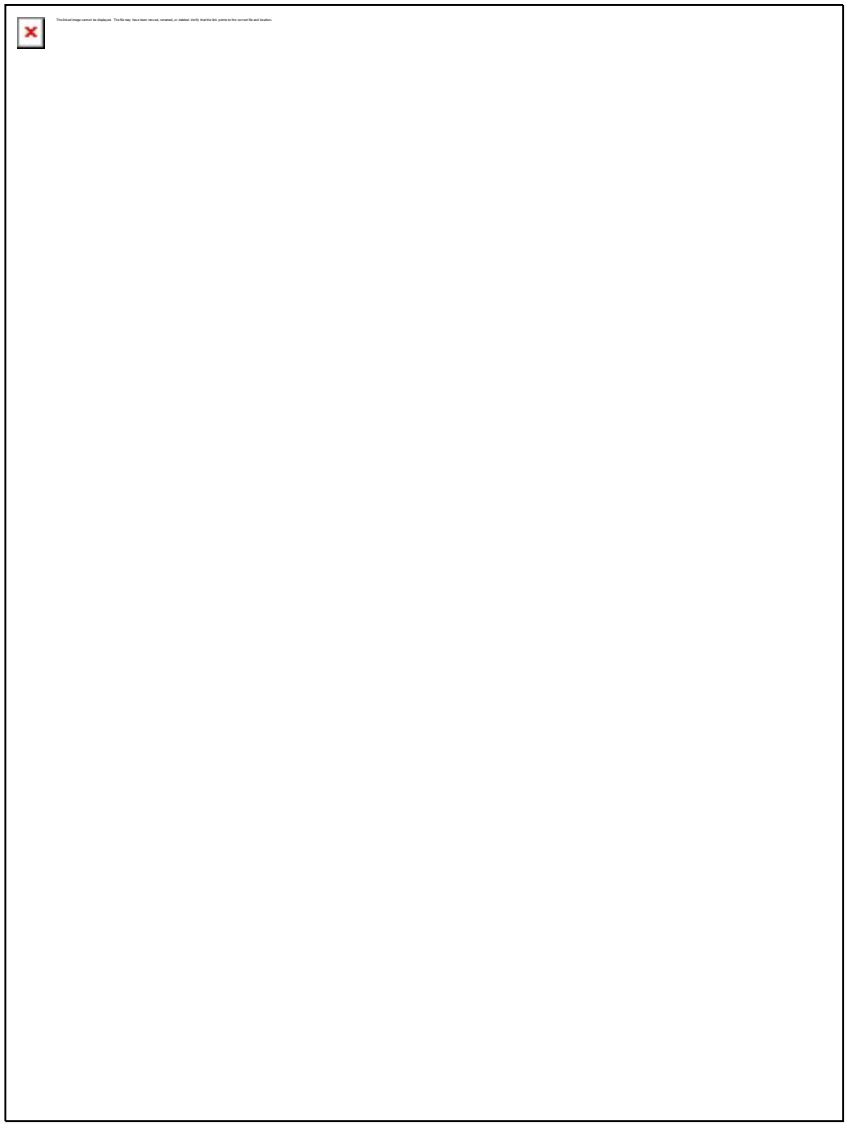
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

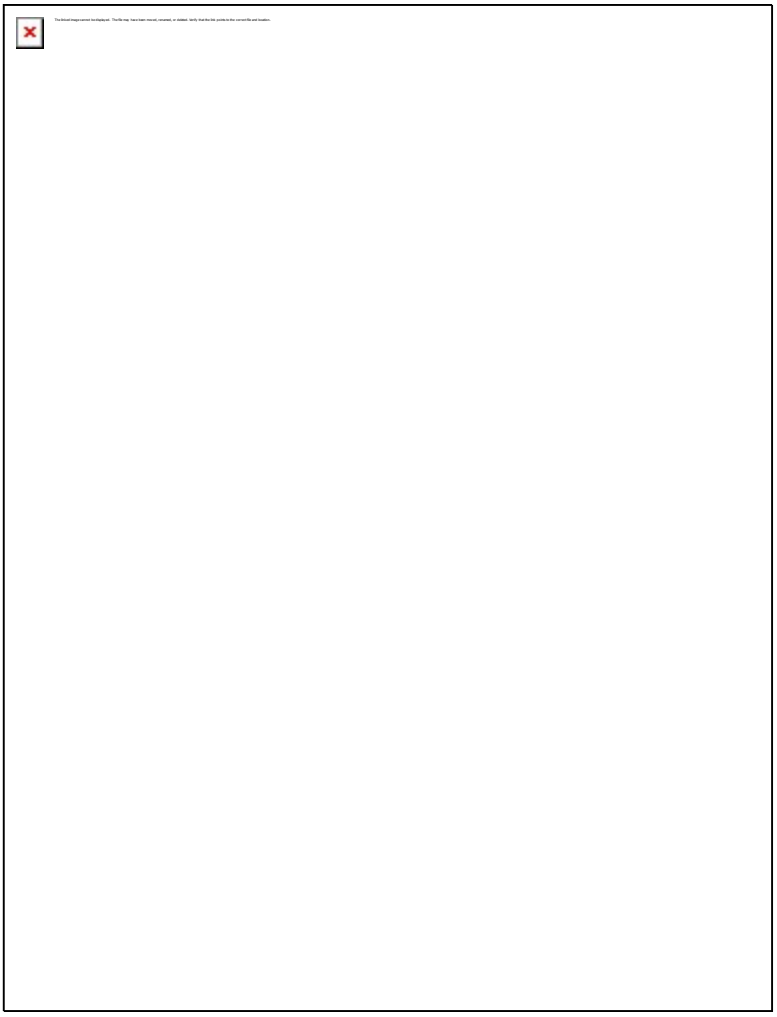
John R. Fouts, MBA

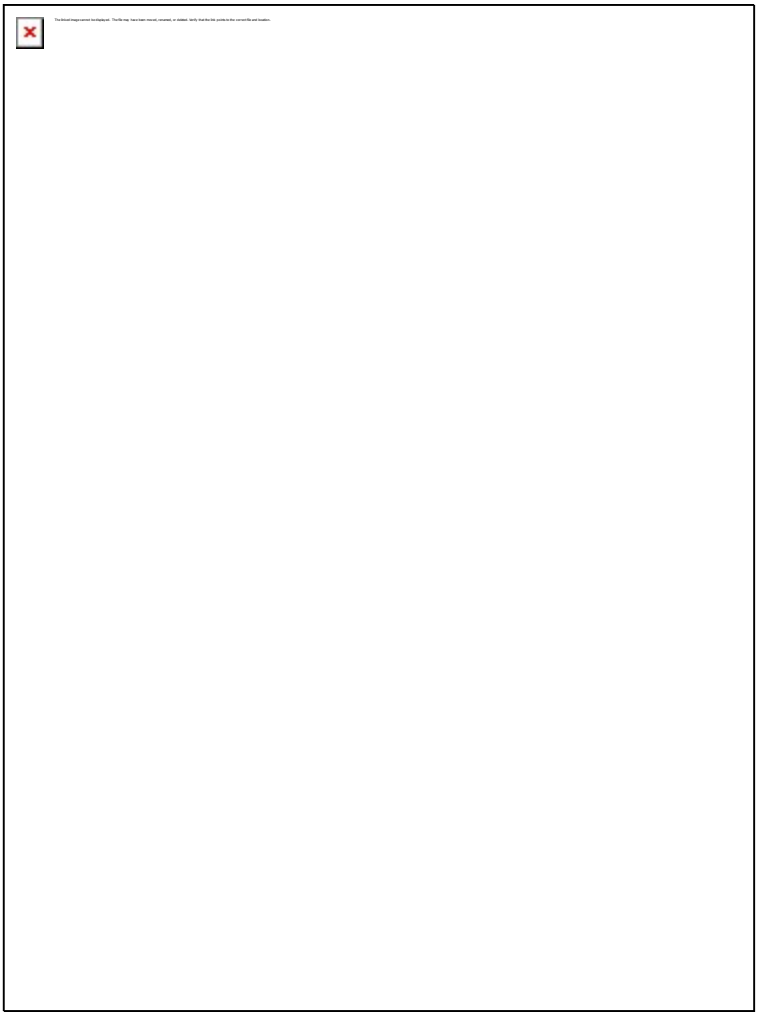
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

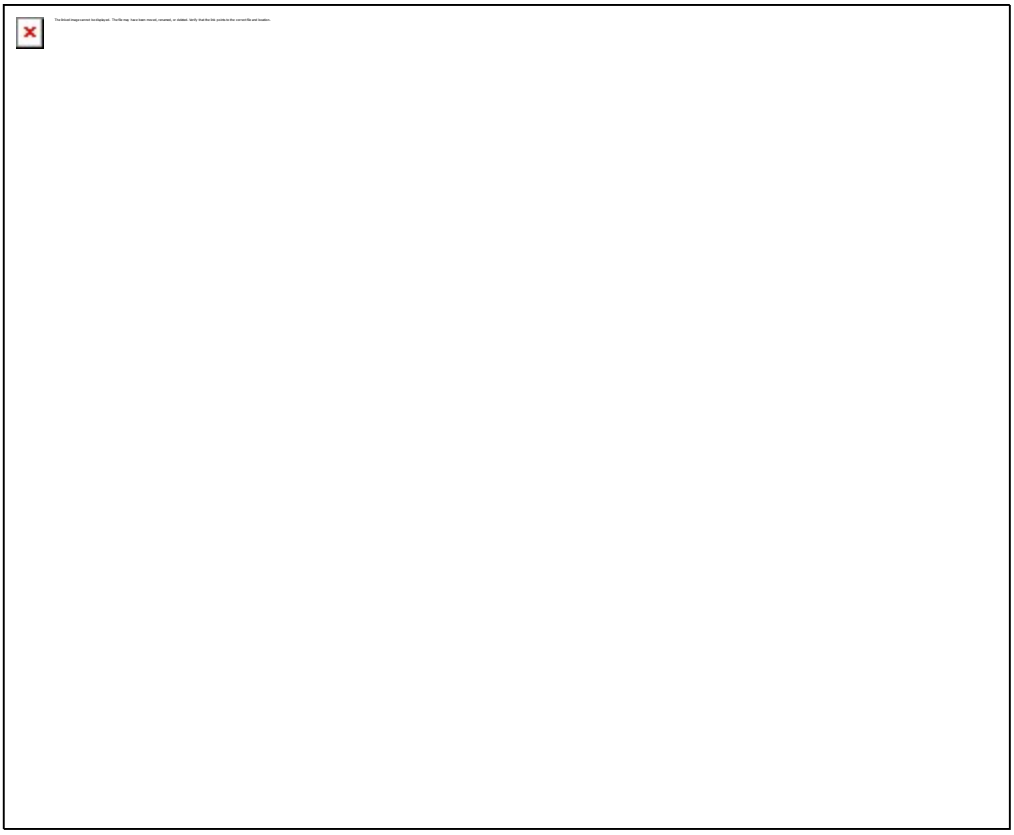




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 10:46 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>

Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

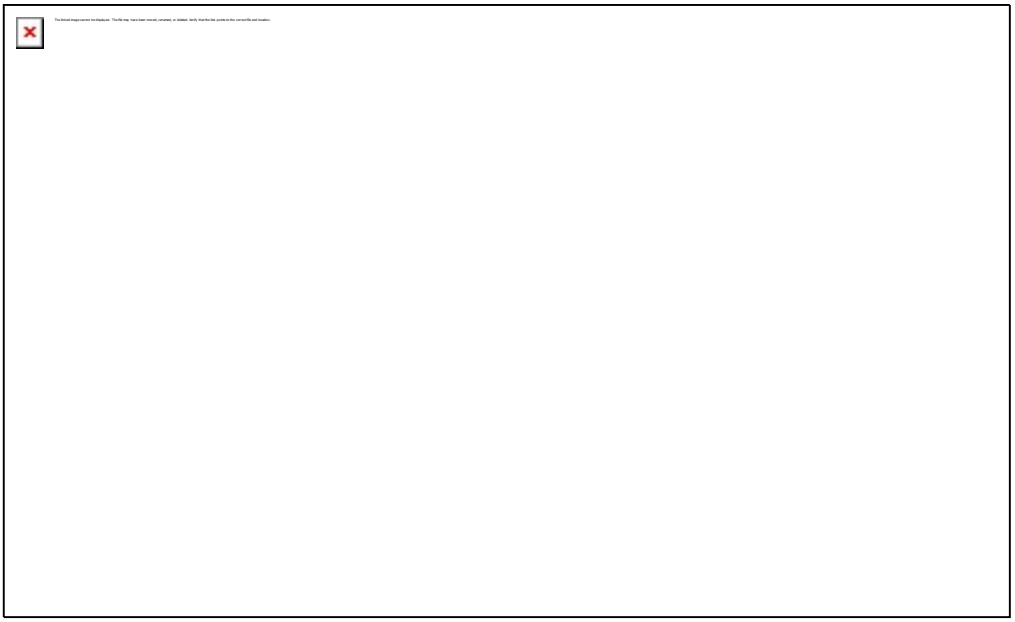
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
> > On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
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> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
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> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
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> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
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> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
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> > >
> > > John
> > >
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> > > >
> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

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>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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>
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
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> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
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> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.
>
> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>
> John
>
> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>

Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

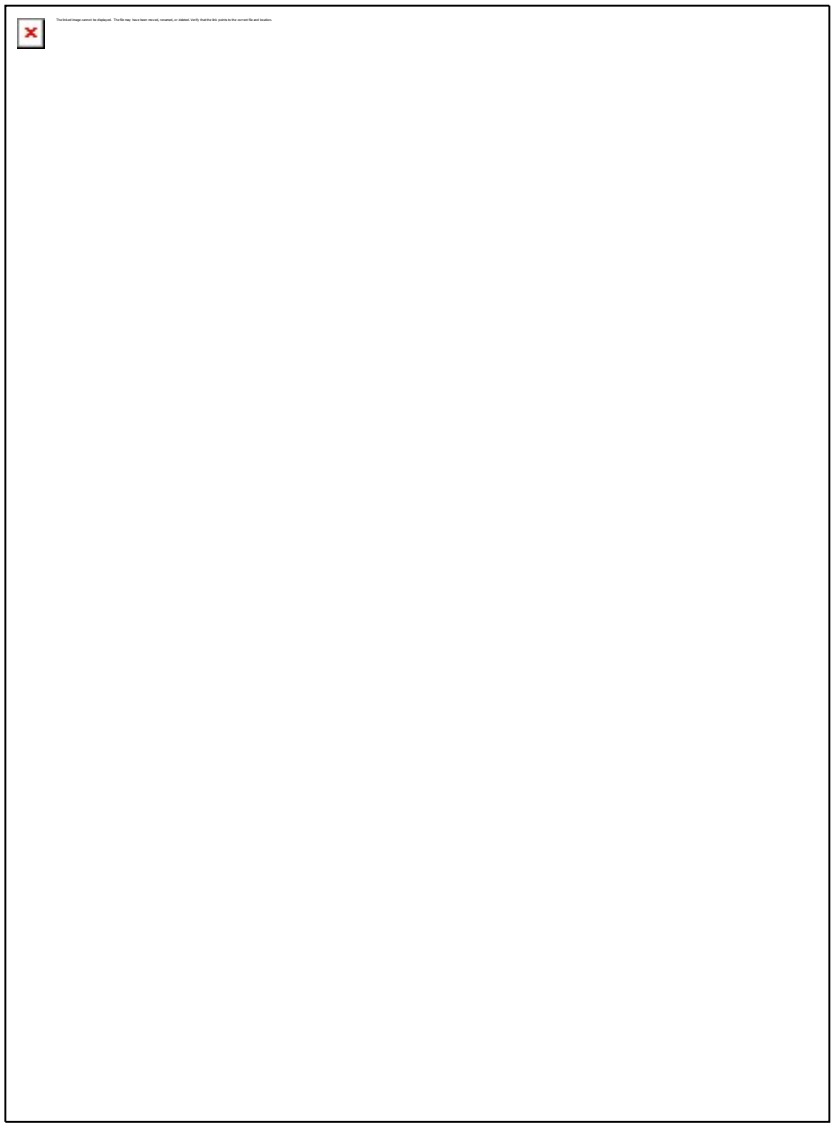
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

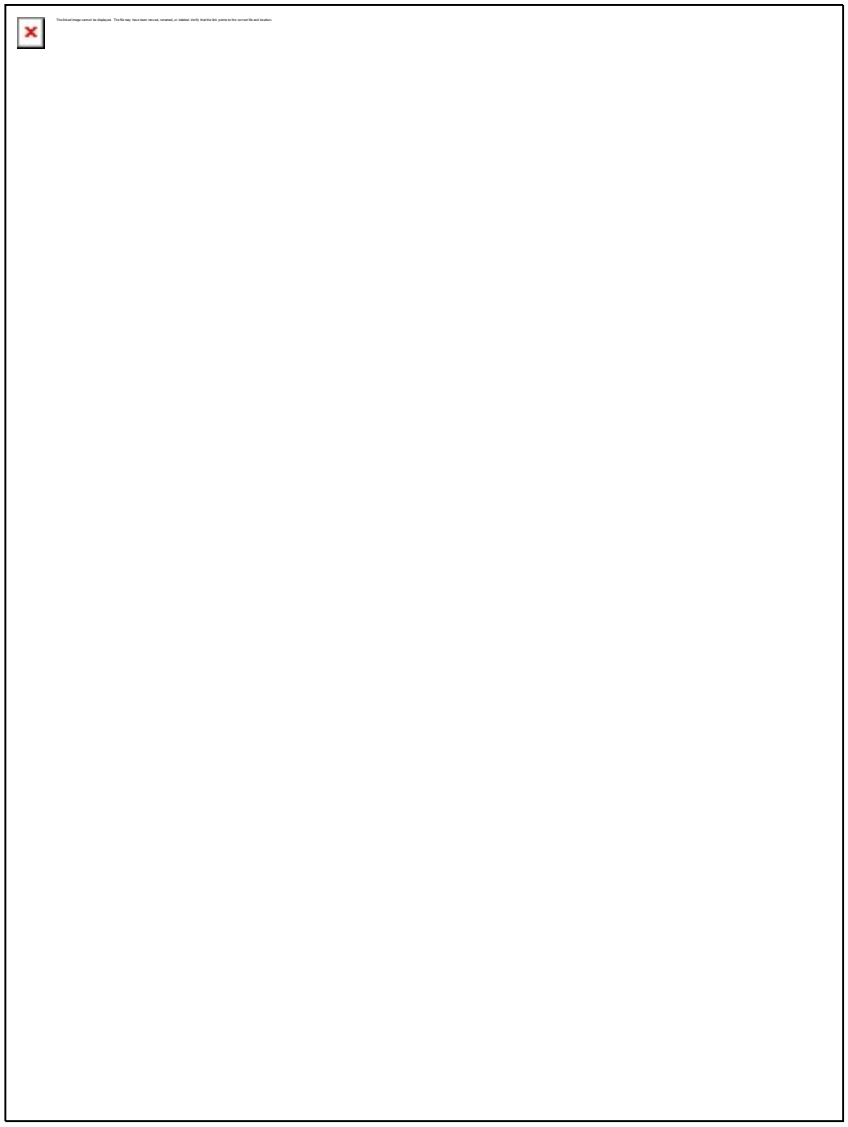
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

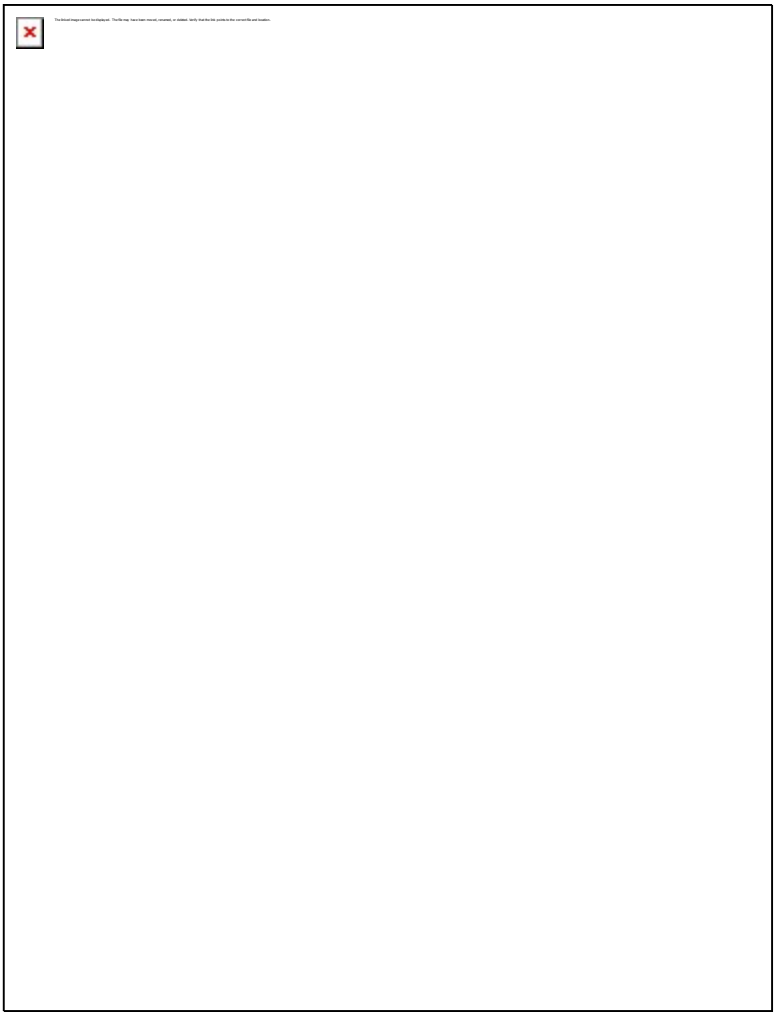
John R. Fouts, MBA

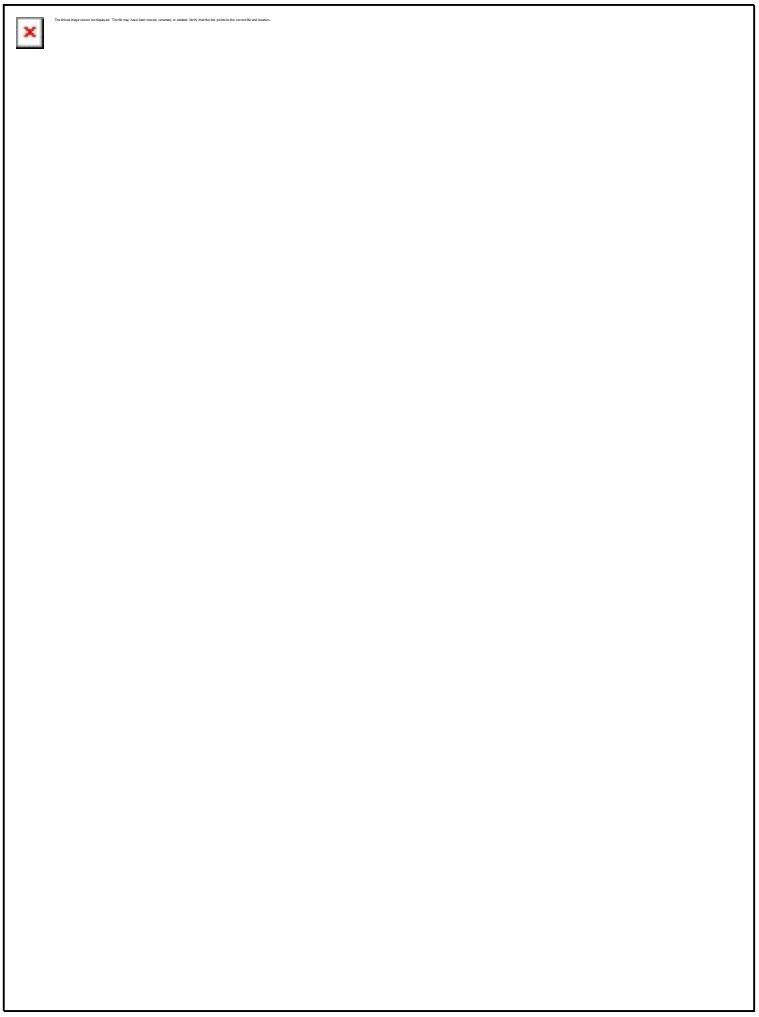
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

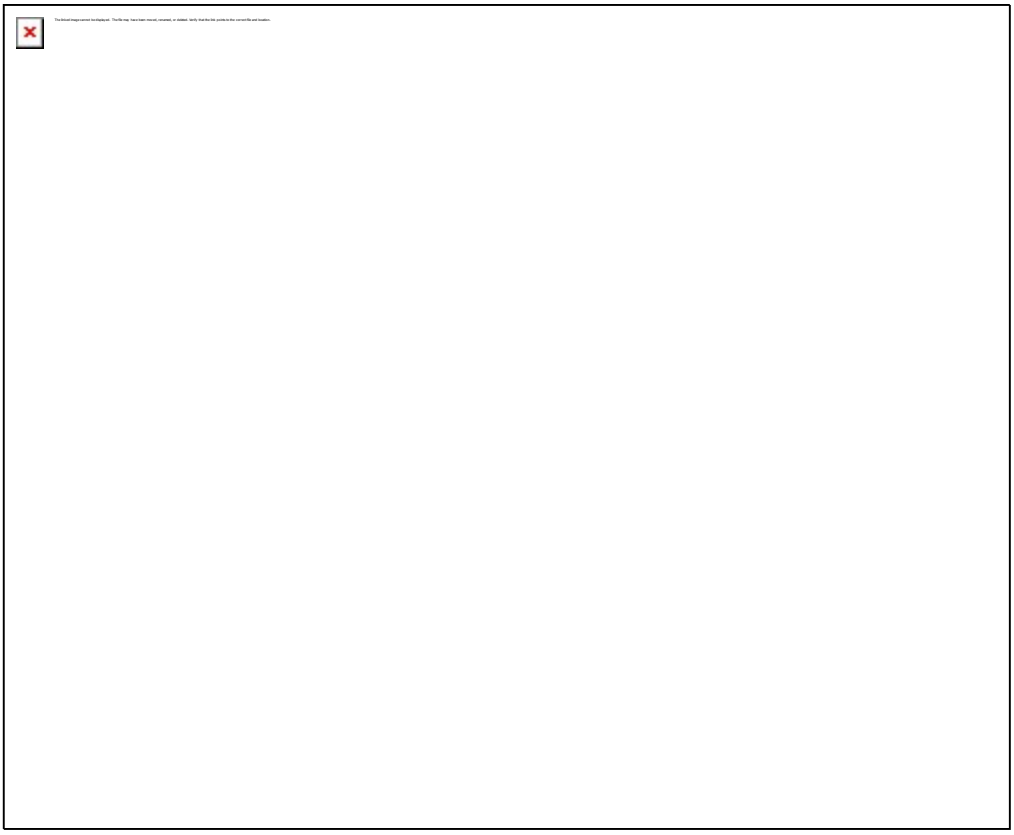




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 10:46 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

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From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>

Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

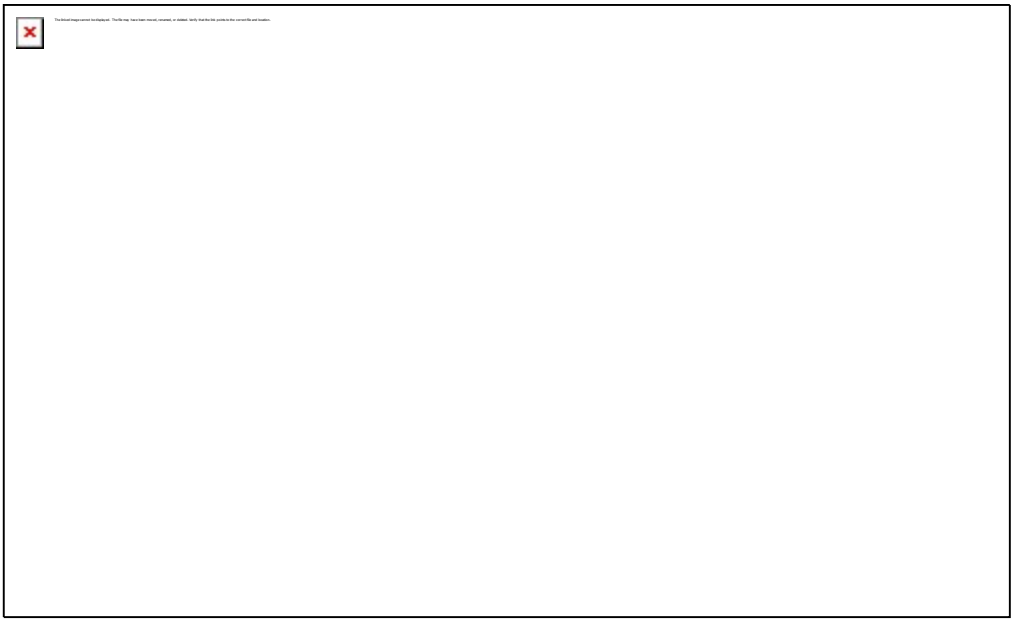
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
> > On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
> >
> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
> > >
> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
> > > Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.
> > >
> > > John
> > >
> > > On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> > >
> > > > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> > > >
> > > > --
> > > >
> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

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From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?
>
> On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!
> >
> > On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
> >
> > > Jessica,
> > >
> > > The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
> > >
> > > Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.
> > >
> > > John
> > >
> > > On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> > >
> > > > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> > > >
> > > > --
> > > >
> > > > **Jessica Jones CM**
> > > >
> > > > The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
>
> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.
>
> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>
> John
>
> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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"Shining" in Service,

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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>> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
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>>
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>>
>> I'm sure I have more questions but this is a bare bones of what I need to know right now.
>>
>> John
>>
>> --
>>
>> **"Shining" in Service,**
>>
>> **John R. Fouts, MBA**

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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John R. Fouts, MBA

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"Shining" in Service,

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
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Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

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For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

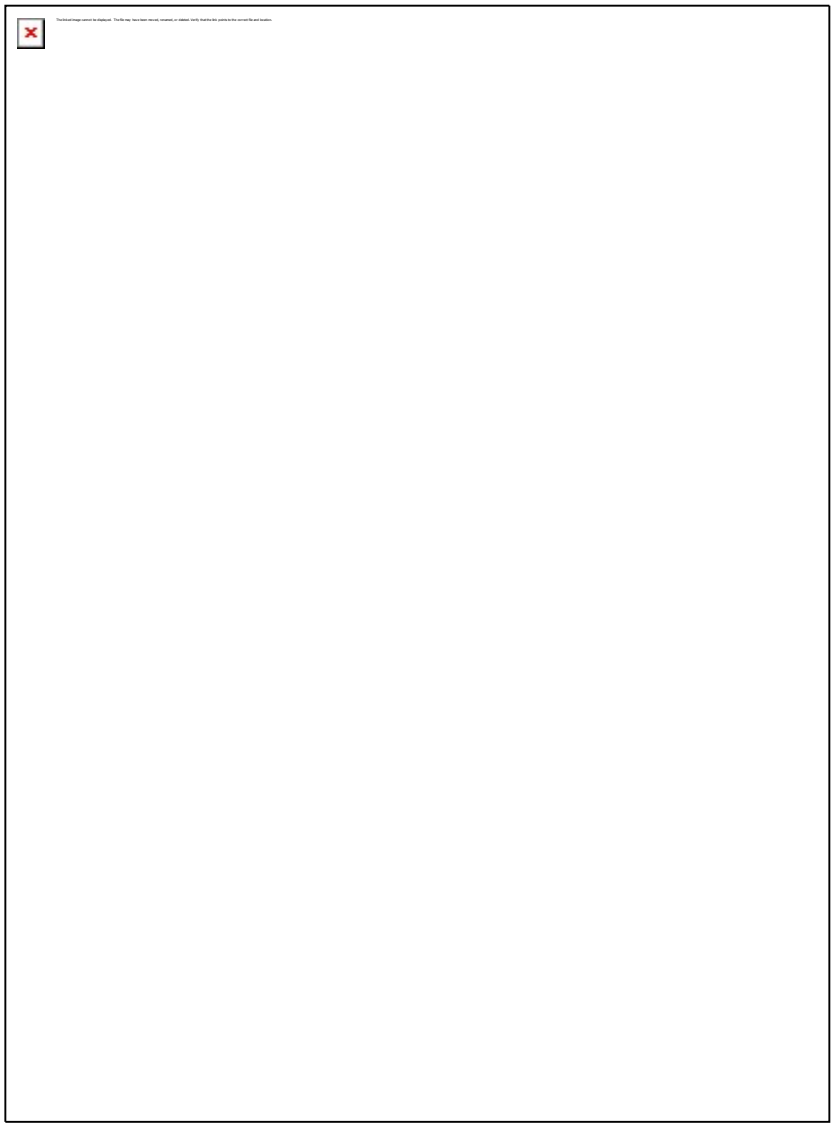
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

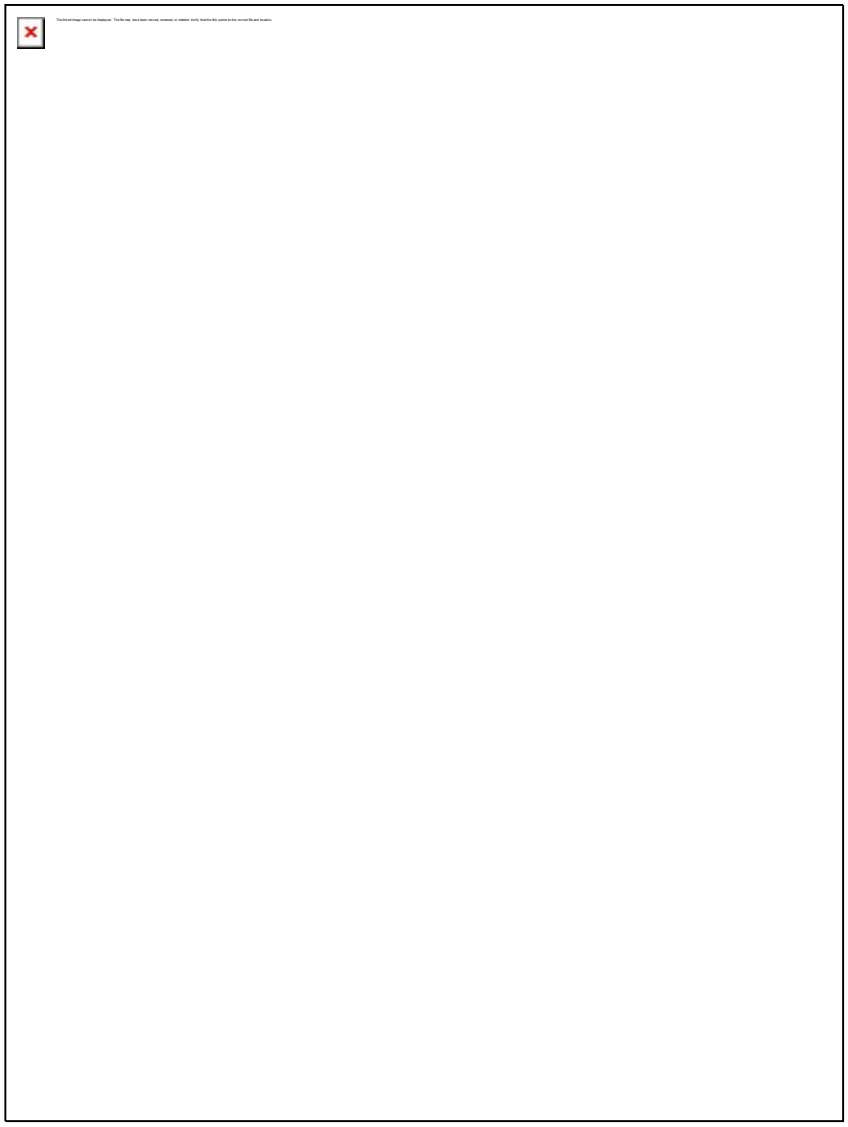
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

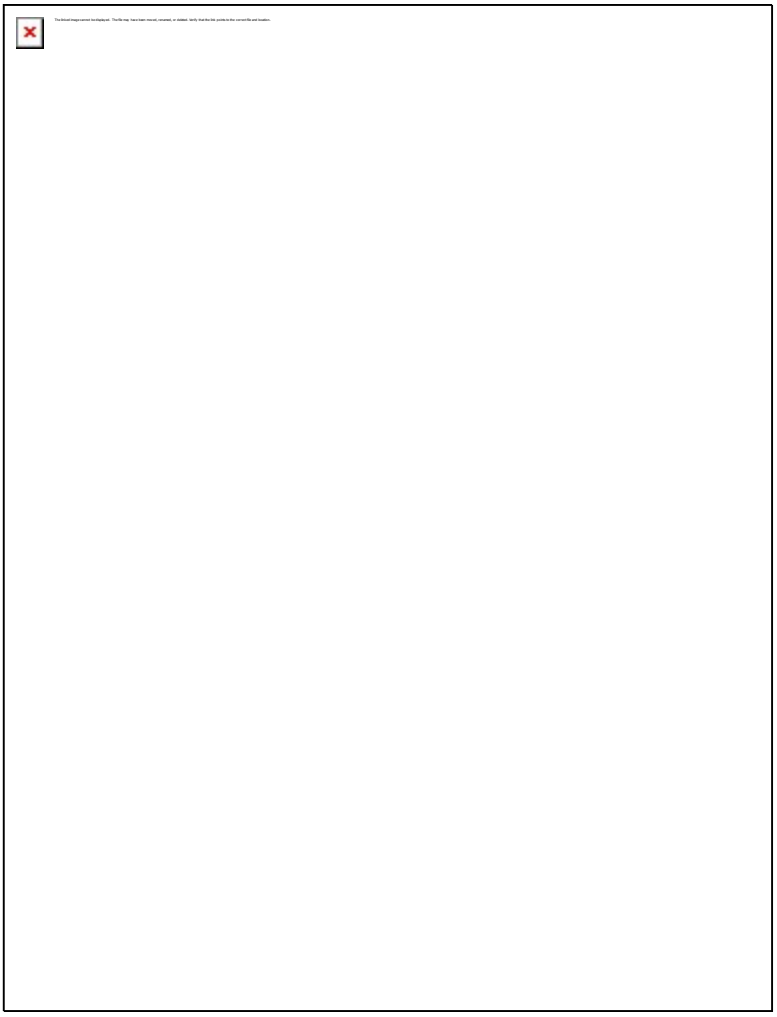
John R. Fouts, MBA

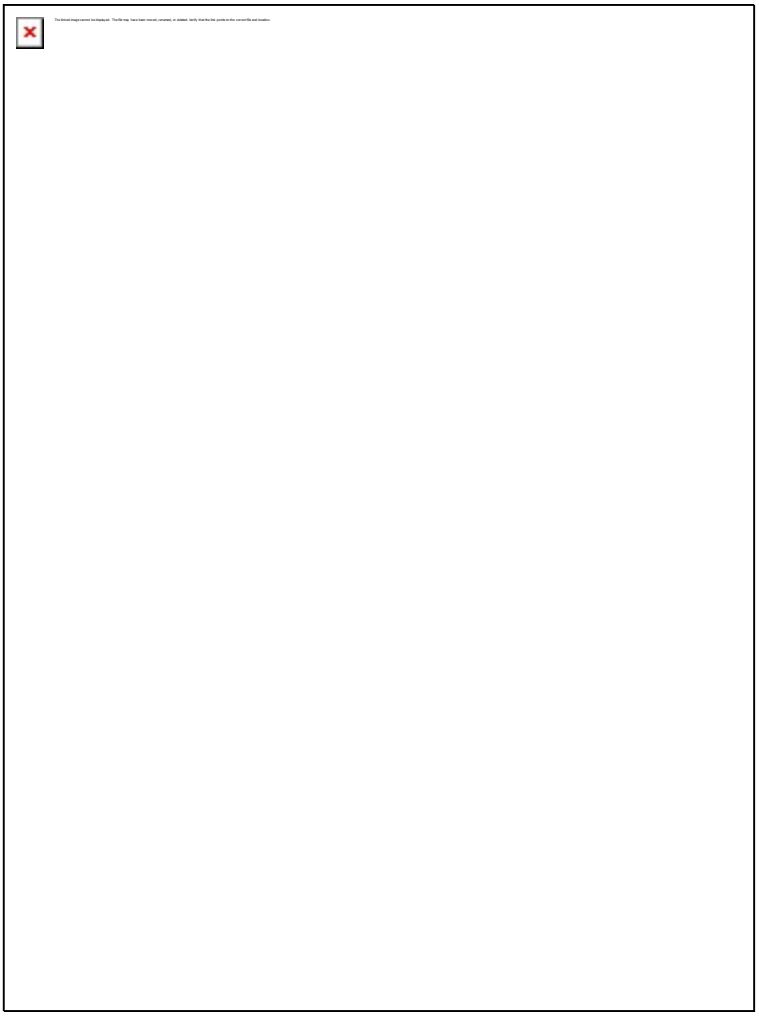
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

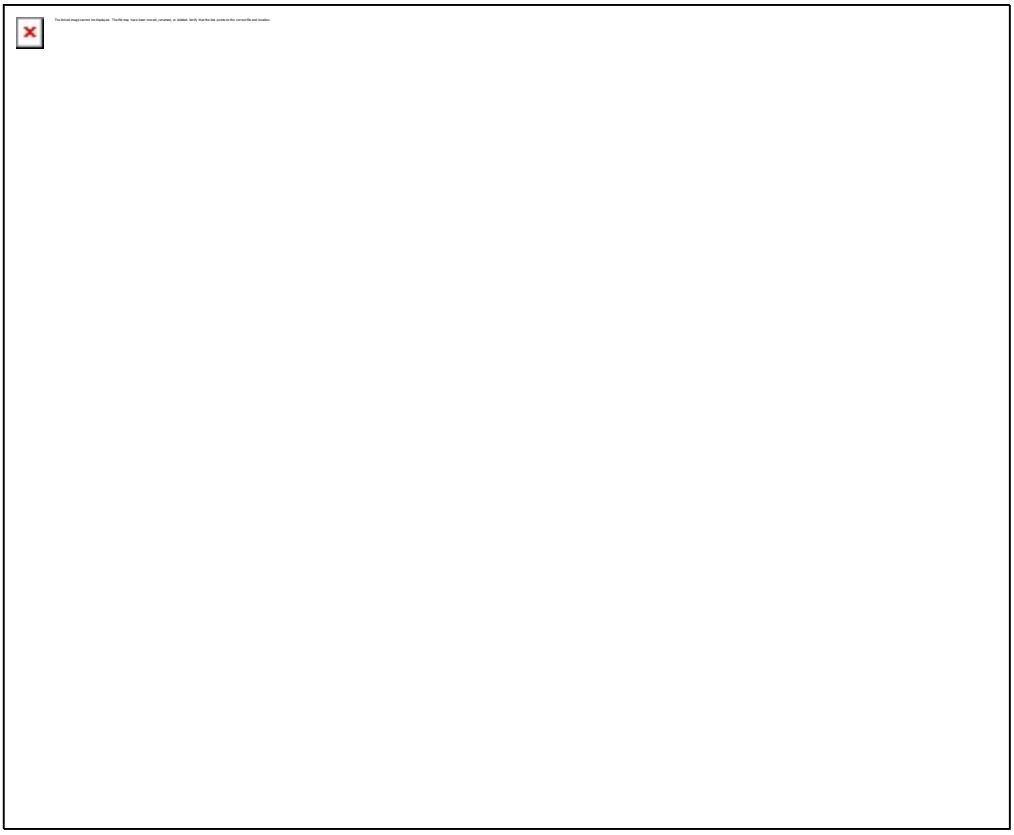




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 10:46 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>

Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

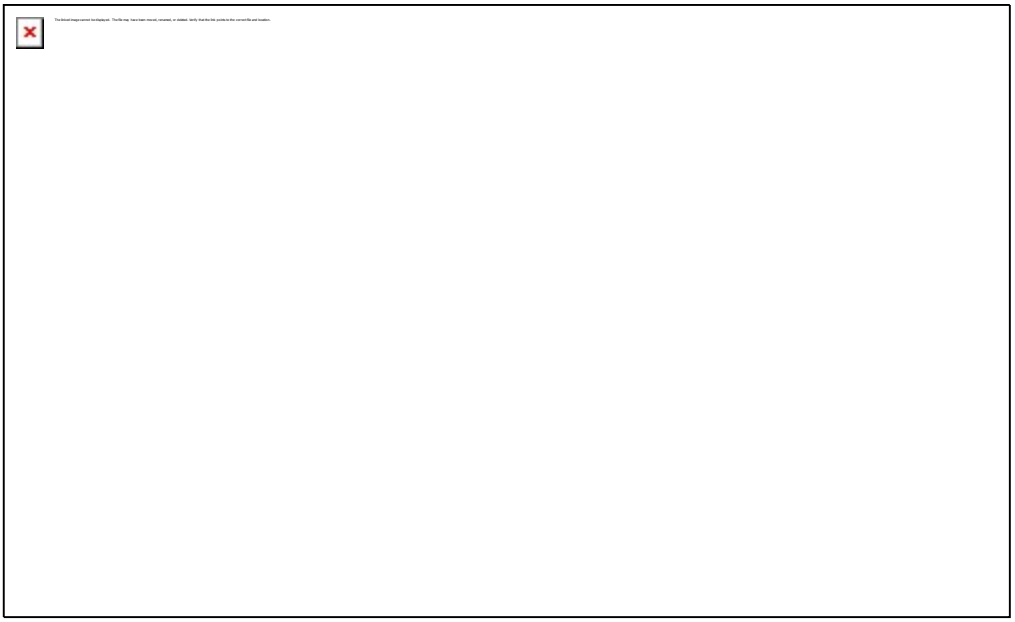
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I'm sorry. I know what both feel like...the stones...and the knocked out feeling.
> >
> > Hope you are doing better.
> >
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Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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> **Jessica Jones CM**
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> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>

Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM

To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

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Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
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> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
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> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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John R. Fouts, MBA

Fax. 502.996.8246

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To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

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Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

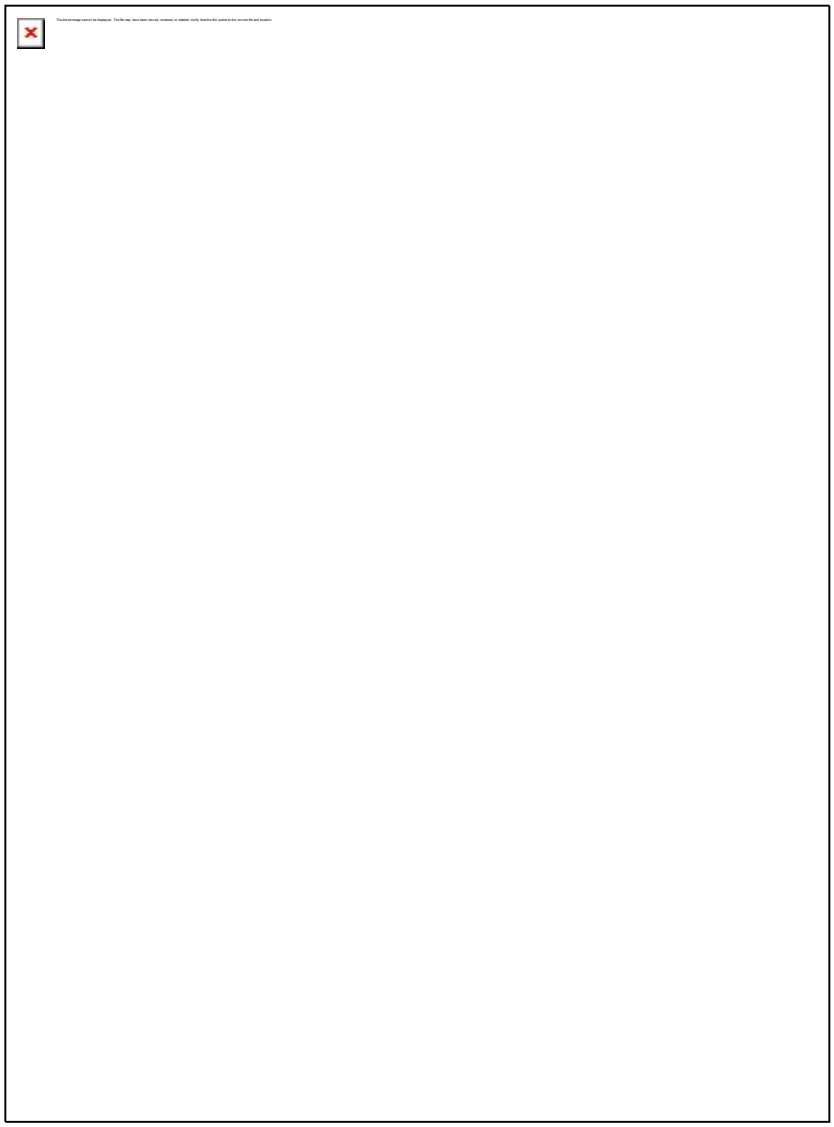
J
m
On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

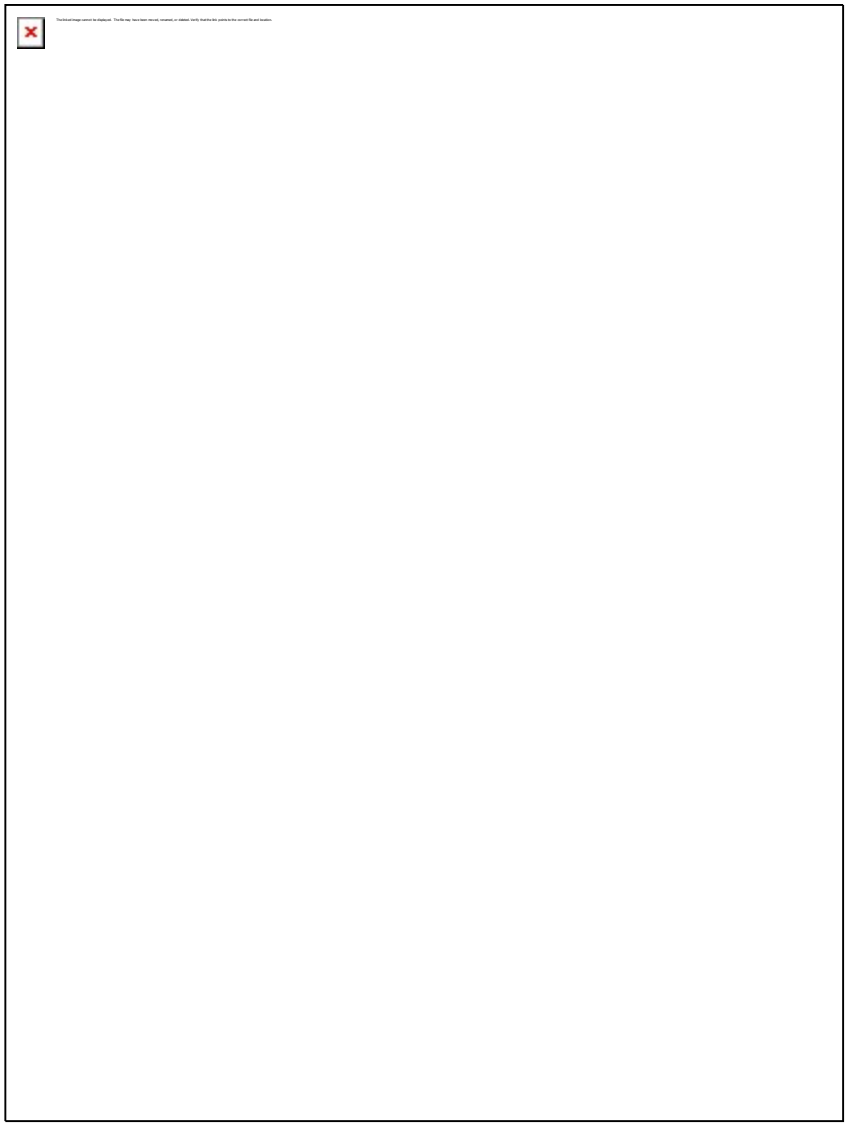
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee

schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> 
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

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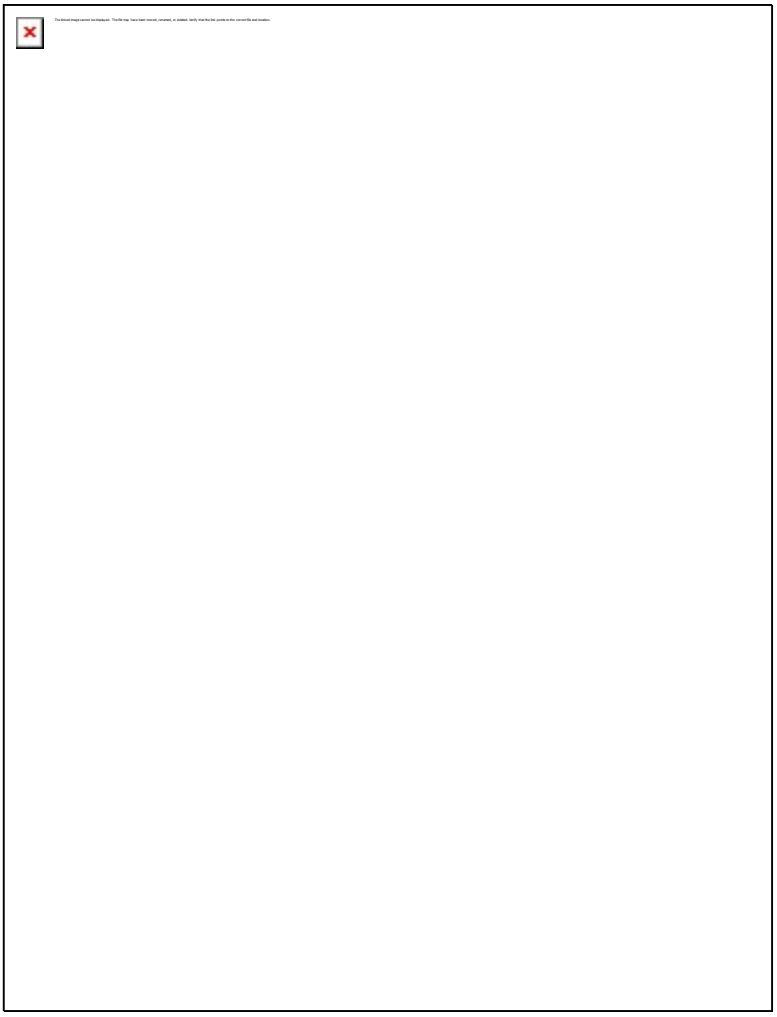
John R. Fouts, MBA

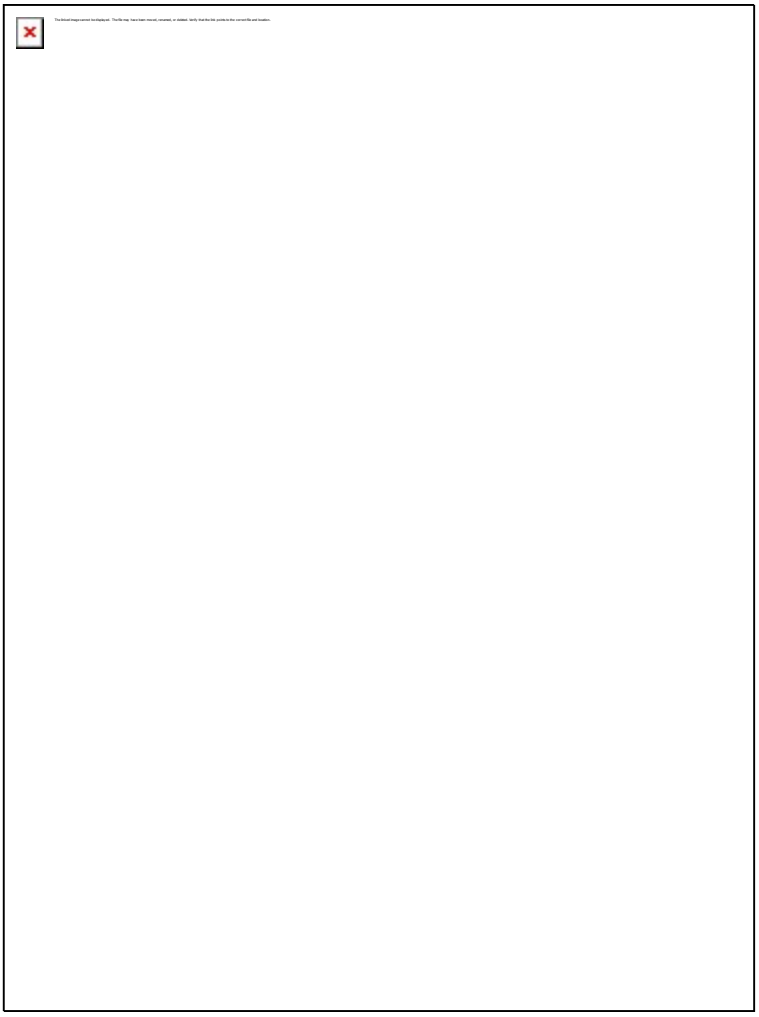
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

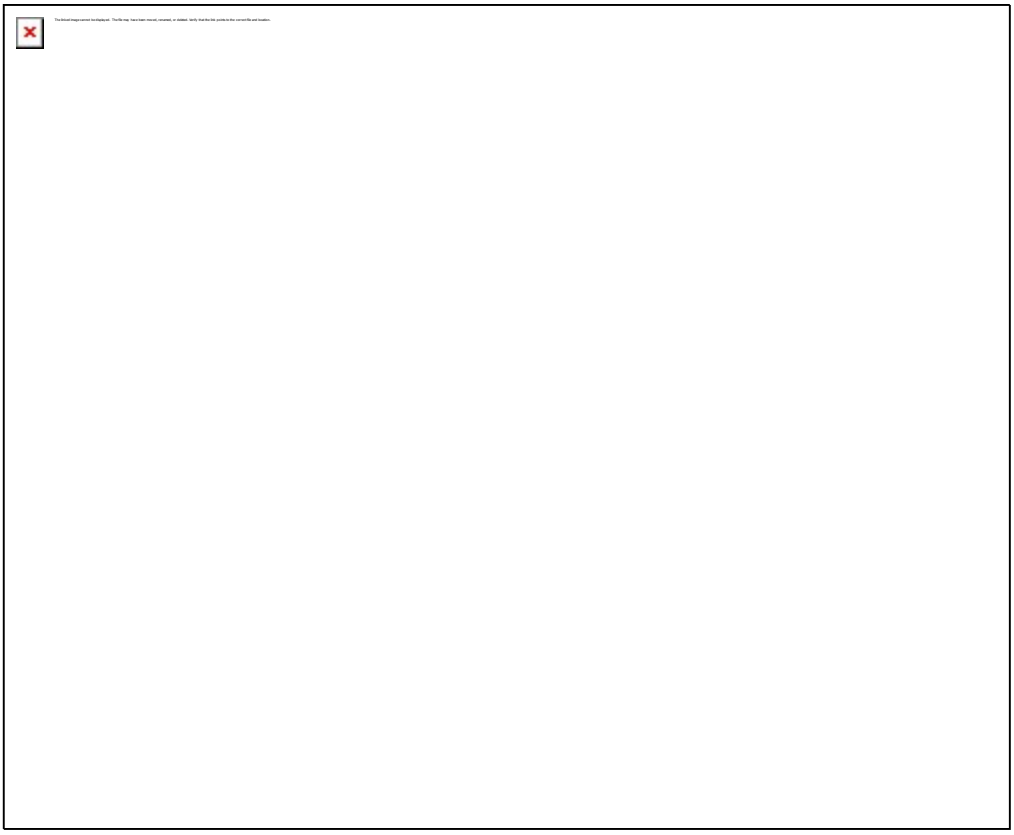




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 9:44 AM
To: fouts.john@gmail.com
Cc: CHFS Listens
Subject: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: Fwd: Visit to Bullitt Co (16.3 KB); Fwd: Visit to Bullitt Co (6.05 KB); Fwd: Who do I contact since the Ombudsman's Office will not communicate?... (10.0 KB); Fwd: Visit to Bullitt Co (13.4 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (16.3 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (11.9 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (7.42 KB); Fwd: Thank you - this is all helpful information - how can I also get h... (1.56 MB); Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Di... (316 KB); Are you the supervisor of Jessica Jones? -- Need help with some things -... (2.29 MB)

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If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

CONFIDENTIALITY NOTICE:
This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

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Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

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Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

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Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

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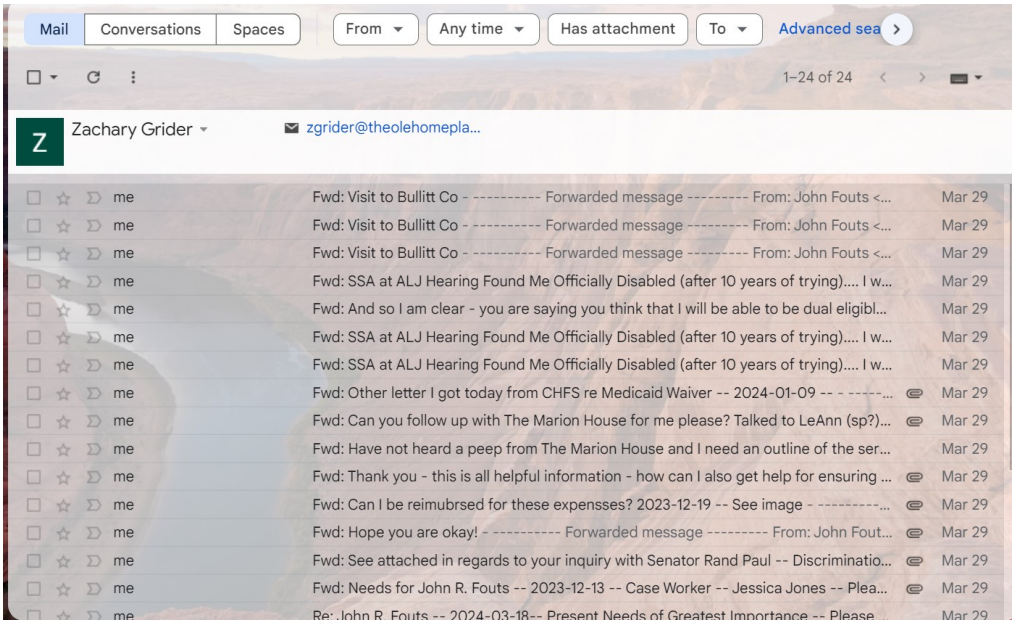
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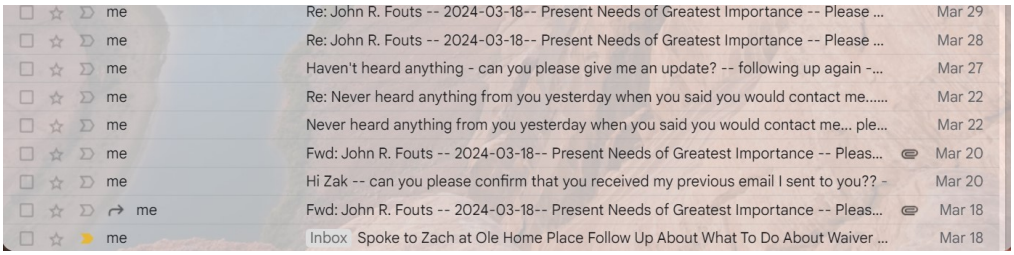
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Date: Fri, Mar 29, 2024 at 11:48 AM
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To: CHFS Listens <CHFS.Listens@ky.gov>

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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TEAM KENTUCKY

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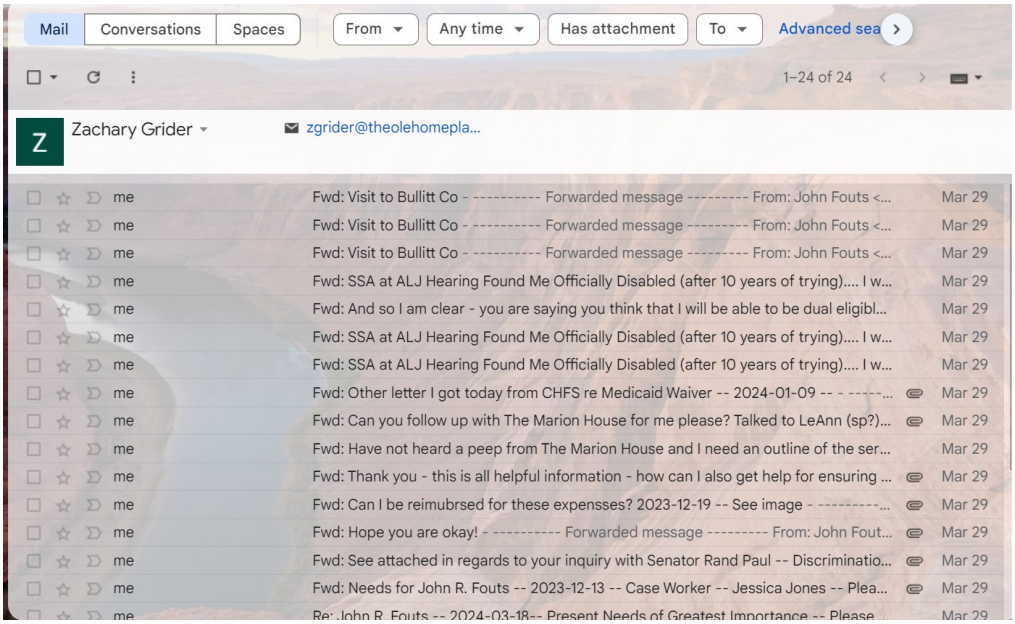
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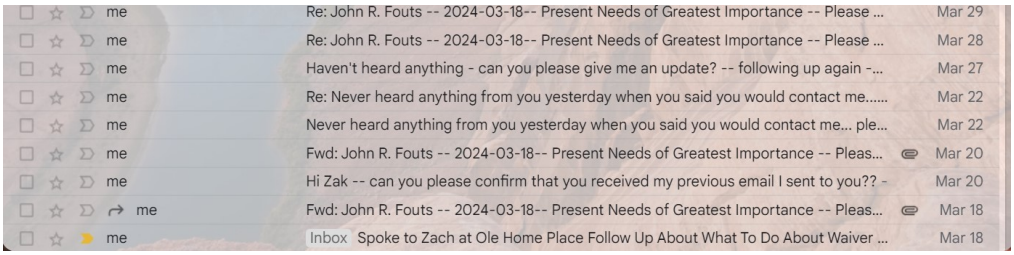
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Attachments: Fwd: Visit to Bullitt Co (16.3 KB); Fwd: Visit to Bullitt Co (6.05 KB); Fwd: Who do I contact since the Ombudsman's Office will not communicate?... (10.0 KB); Fwd: Visit to Bullitt Co (13.4 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (16.3 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (11.9 KB); Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of ... (7.42 KB); Fwd: Thank you - this is all helpful information - how can I also get h... (1.56 MB); Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Di... (316 KB); Are you the supervisor of Jessica Jones? -- Need help with some things -... (2.29 MB)

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Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team
800-372-2973
502-564-5497
CHFS.Listens@ky.gov

TEAM KENTUCKY

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Sent: Sunday, March 31, 2024 11:10 PM
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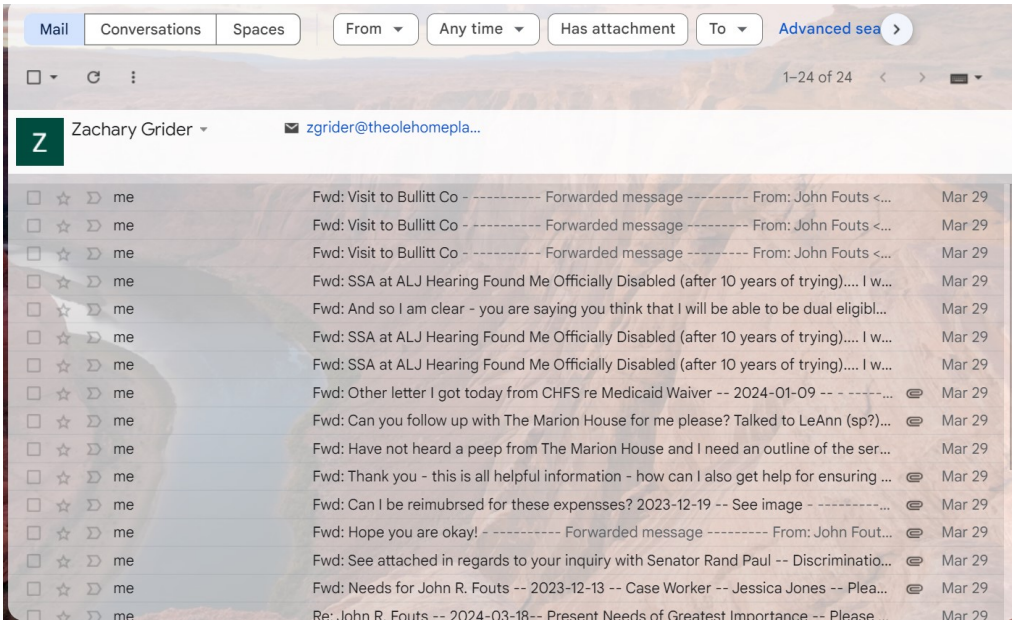
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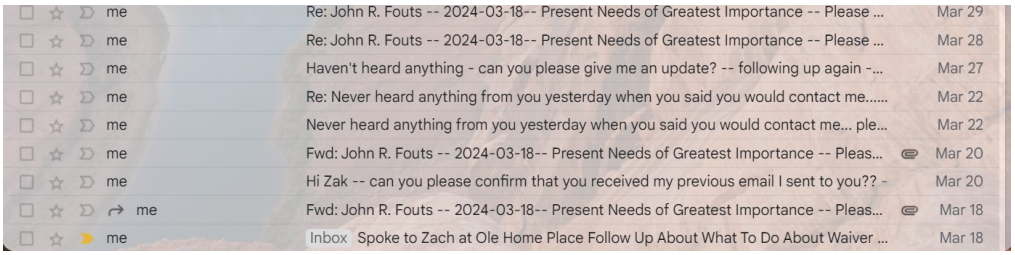
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To: CHFS Listens <CHFS.Listens@ky.gov>

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: CHFS Listens <CHFS.Listens@ky.gov>
Sent: Monday, April 1, 2024 9:44 AM
To: fouts.john@gmail.com
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Subject: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
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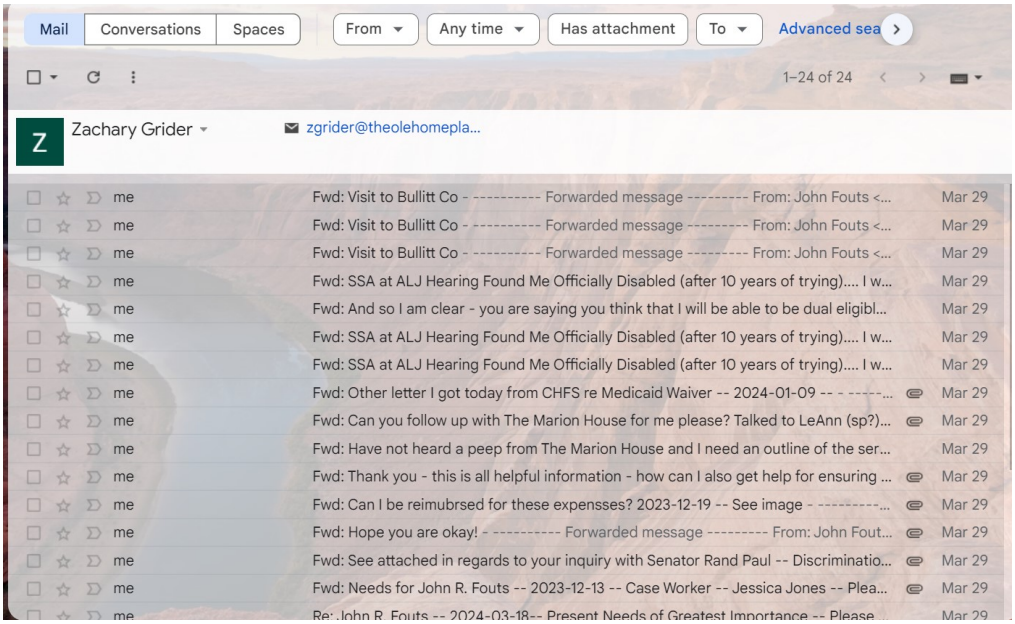
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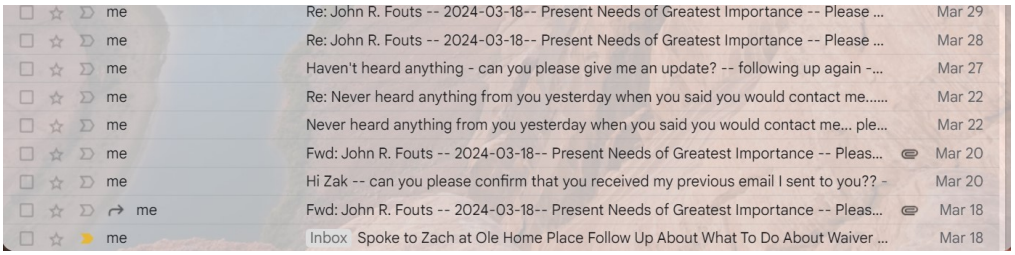
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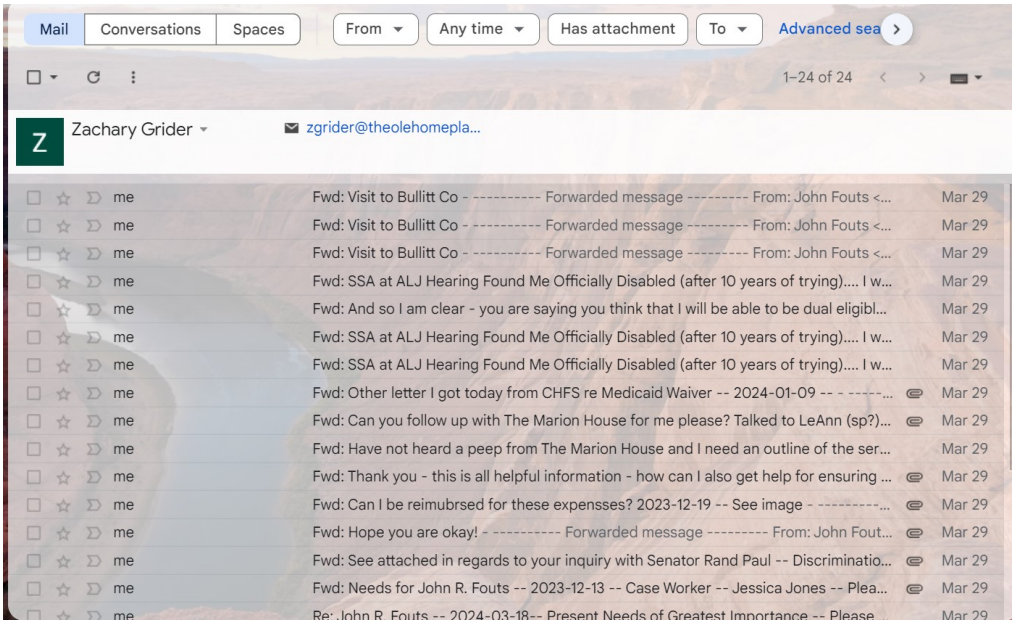
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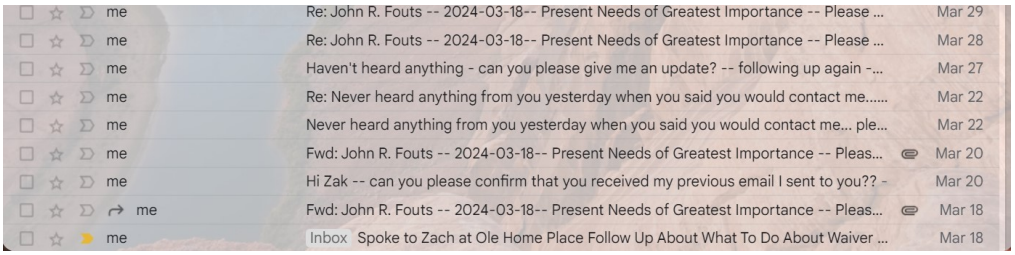
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fouts.john@gmail.com

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To:	cynthia.toll@ky.gov
Subject:	Fwd: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
Attachments:	image.png; image.png; image.png; image.png; image.png; image.png; image.png; image.png; image.png; image.png; image001.png; 2023-03-01-Verification-Attestation-Of-Disability-John-R-Fouts-Dr-Murphy.jpg; 2023-03-14-Dr-Kristin-Rabaut-Letter-Of-Medical-Necessity-Autologous-Tear-Serum-Avesis-KY-Medicaid-Humana-Healthy-Horizons-John-R-Fouts.pdf; 2023-09-15-Ocular-Manifestations-Of-Sjogrens.pdf; 2022-05-12-TreatmentsForSS-MayoClinic-Stanford-JohnsHopkins-ClevelandClinic-AmericanCollegeOfRheumatology.pdf; 2022-09-26-GlutenSensitivityLetter-Dr-Stocker.pdf; 2022-11-12-Dr-Stocker-Memory-Impairment-Letter.pdf; 2021-11-09-John-Fouts-Safe-Access-National-Parks-Pass-Dr-Murphy-Letter.pdf; 2023-02-07-Medical-Marijuana-Certification-Dr-Murphy-John-Fouts.pdf; 2023-10-26-Pettable-ESA_LETTER__JF-Emotional-Support-Animals-Rocky-Frannie.pdf; 2020-07-10-Dr-Murphy-ServiceAnimal-Letter.pdf

Cyndi -- here is a listing of what I had originally sent to my original case worker at The Ole Home Place back in December 2023...

Please see below...it is a pretty thorough listing.

John R. Fouts

p.s. My current case worker's name is Zachary Grider

Zachary Grider, CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5020
Fax: 270-384-0045

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Date: Thu, Dec 14, 2023 at 1:07 PM

Subject: Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2
To: John Fouts <Fouts.John@gmail.com>

Hi Jessica.

It was so nice to meet you this morning. This list includes 'some' but not 'all' of my needs - and should not be considered a full list of needs. I am trying to get over to you a majority of the things I am in need of right now.

Can you help with any of these? My pharmacy is CVS in Shepherdsville...at 157 S. Buckman St.

* Traditional Medicaid is now charging for Vitamin D whereas before, I was able to get Vitamin D covered under Humana MCO. (Was Dr. Murphy - former PCP - now Dr. Allen is handling rx - but remaining rx still under Dr. Murphy)
---
* Traditional Medicaid is now charging for Senna whereas before, I was able to get it covered. (Dr. Stocker)
---
* Traditional Medicaid is now denying coverage for the one a day multivitamin I was taking -- can you help? (rx by Dr. Murphy - former PCP)
I'm presently out of them....my body has trouble absorbing vitamins and nutrients....
---
* Traditional Medicaid is now denying Sunosi - a medication that has been helping me with the whole wake and sleep cycle thing and narcolepsy -- I took my last dose of it this morning (2023-12-13). Dr. Shaikun is my sleep doctor.
==========
* Medicaid Waiver People at Medicaid Member Services have said several items that 'were' covered under the MCO - are now going to need new PAs....can you help?

--> IVIG (this is going to be the hardest probably)... A gentleman named Taskin at the specialty pharmacy that handles this infusion (AIC/AIS) is working on this too -- this is currently rx by Dr. Stocker (GI) -- at U of L -- > Taskin's contact information is below. IVIG is VERY EXPENSIVE....it is the recommended treatment (also) for Specific Antibody Deficiency (S.A.D. lol) which is dx by Dr. Deniskin at UK (Immunology/Pulmonology)

Taskin Amin

Intake Coordinator

18451 Dallas Parkway, Suite 150 | Dallas, TX 75287

P: 229.242.3060 Ext 6416 | 800.482.8466 Ext 6416

F: 229-242-9914

tamin@aiscaregroup.com | www.aiscaregroup.com

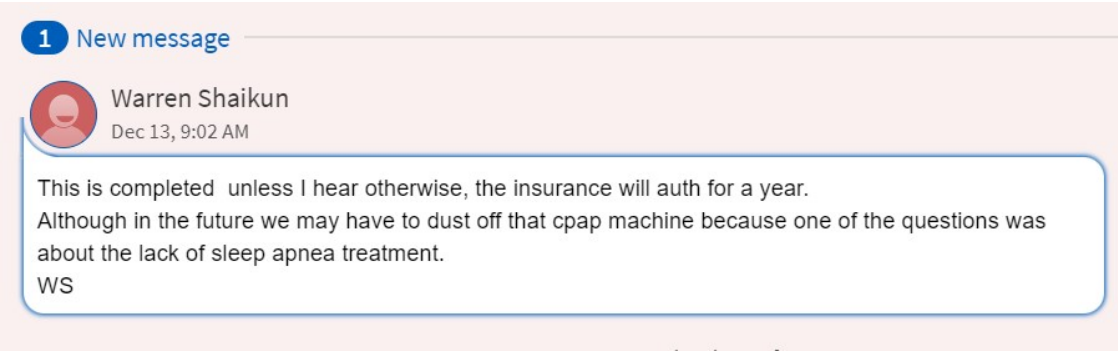
*** I receive IVIG weekly - normally on Monday -- and pre and post fluids etc... Taskin can fill you in more. *** Nichelle ("Nuh-Sheila") is the name of my Home Health Nurse.

New PA will be required for Alprazolam (Dr. Bilbro - U of L Psychiatry)

New PA now required for Adderall from Dr. Shaikun's office at U of L Sleep Medicine -- (Dr. Shaikun - U of L Sleep Medicine)

Sunosi now being denied by Medicaid -- it has been helping me though -- (Dr. Shaikun - U of L Sleep Medicine)

Got this tonight (11 p.m. 2023-12-13)


1 New message
Warren Shaikun
Dec 13, 9:02 AM
This is completed unless I hear otherwise, the insurance will auth for a year.
Although in the future we may have to dust off that cpap machine because one of the questions was about the lack of sleep apnea treatment.
WS

Still may need help with this though - not convinced the denial didn't occur after whatever Dr. Shaikun was able to see....keep on radar please for now...

Unclear whether or not PA is required for Copper infusions. I receive these every 52 days at Norton Cancer Center downtown (Dr. Glisson - Norton - Hematology/Oncology)

Can you find out if PA needed, and help with whatever needs to be done?

Calcium Carbonate -- U of L -- Dr. Stocker -- Now not going to be covered -- can you help? (GI - U of L - Dr. Stocker)

Pilocarpine -- was previously approved -- now going to require PA -- need Dr. Stocker (GI) office to call in new RX so pharmacy will get notice PA required and can go that route (per Dr. Stocker's office)

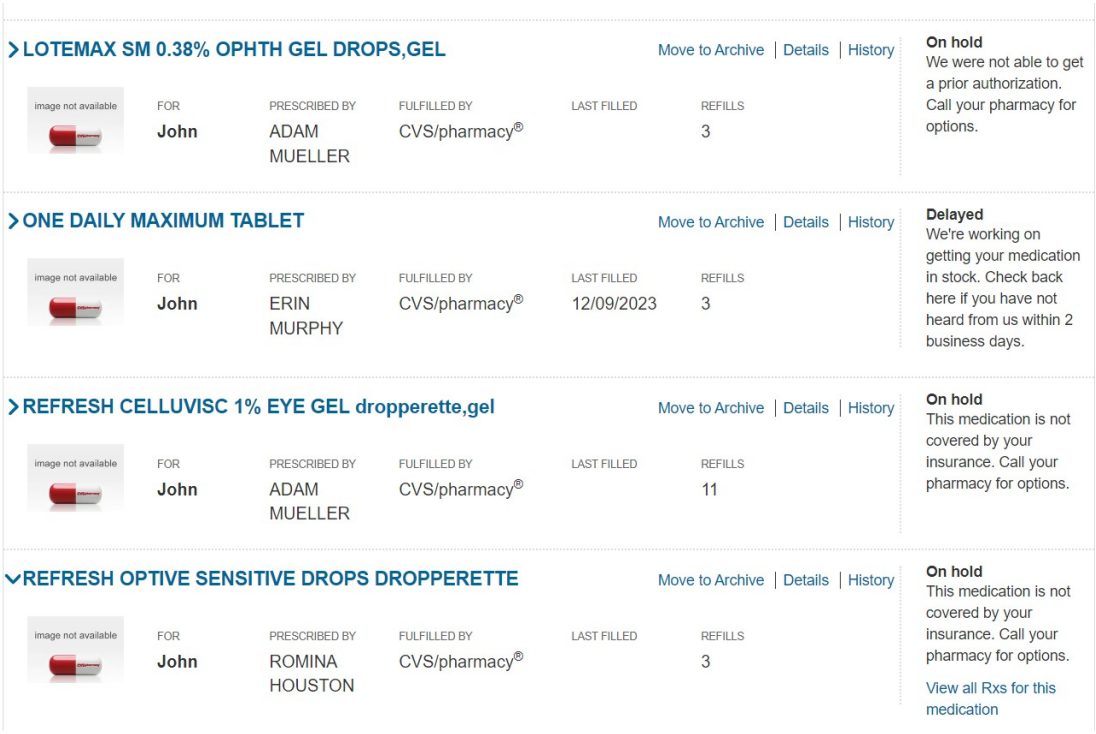
Magnesium Oxide -- formerly approved -- now denied -- can you help? (GI - U of L - Dr. Stocker)

Medicaid, 'was' covering these drops - but they were part of the 27 eyedrop fda recall....and Medicaid refused to cover anything else as a replacement leaving me S.O.L.

It isn't okay....my eyes feel literally on fire....

So these drops were not good anyway....I need something better....

More RX Needs:



Can you help me get Refresh Celluvisc (for night time and/or daytime),

Refresh Optive dropperettes for daily use?

The Lotemax gel...

I need to be able to have lid scrubs too like Cliradex Wipes...or like Ocusoft Wipes or like

OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
30 Individually Wrapped
Pre-Moistened Pads
OCuSOFT®
LID SCRUB® ALLERGY
Eyelid Cleanser for Allergy Sufferers
Leave-On
Formula for
Soothing,
Calming Relief
#1
One Pre-Moistened Pad

Restasis should be switched to Cequa as Cequa is a bit stronger concentration....Dr. Mueller called in a RX but no PA was ever obtained.....I need help with this too... Restasis is 0.05% Cyclosporin....Cequa is 0.09%.....Johns Hopkins Opthalmology uses a 0.1% compounded cream...I hope to write to the doctor I met there through a men's sjogren's group....sometime today....I hope to anyway....

** Compression Stockings ** Gould's Discount Medical Supply (St. Matthews) has filled rx in the past. I have had 2 separate doctors that have called in rx for stockings in the past (Dr. Glisson - Hematologist/Oncologist and Dr. Dwivedi (Vascular Surgeon)). So I might have more than one rx to look at. Toni (mgr) there would be best person to talk to. She is really sweet, and was one of my elementary school friend's little sisters..but she is grown now. I don't know what her married last name is or I'd tell you - but if you ask for her - she will help as much as she possibly can...of course anyone there can potentially help. Question: If I have multiple doctors write rx for compression stockings are they treated as different items by Medicaid? Does that make sense?

** Shoes (All I can wear are flip flops unfortunately - so I go through / wear down / flip flops VERY QUICKLY - honestly - about one pair every 3 months or less if I had the money to buy them that frequently. You have to realize - I have no other options - not sure if that helps with the compression stockings too possibly as I have no other foot covering options - and I would think insurance would not want me to get ulcers on my feet or something or non-healing wounds - because that would ultimately lead to costing them more money....compression stockings (OPEN-TOED), and flip flops are how I roll. I wear between size 11 and 12.5. My measured shoe-size is 12.5 but flip-flops vary more in length for some reason (not as strict of standards). As noted - ideally it would be best to have some that would allow for inserts of custom orthotics as I had those made years ago...but have not really been able to wear them really.

** Band-Aids -- both me -- and my child -- prefer the size that is 1 3/4"

** Eye Drops - Lubricating -- wetting -- soothing -- for moderate to severe dry eye disease....some brands that I have found somewhat helpful are included in other parts of this email....but also includes Ivizia, Refresh Mega with Omega 3s.... Systane.....Theratears.....important to note that gels are primarily used at night and drops primarily during the day....also need the wipes (lid scrubs) separately - supposed to use those 2x per day.....they help with demodex mites, ocular rosacea, meibomiam gland dysfunction, dry eye disease, etc....Autologous Tear Serum....this is a specially compounded medication that is made by taking a patient's blood, spinning it down, extracting the serum....adding saline sterile solution....and using the plasma concentration eye drops to put back into the patient's own body....

In order to treat Higher Order Corneal Aberrations -- Scleral Lenses have been recommended....those costs thousands.... I learned of a place called BostonSight.org that helps patients with no to low income cover the cost of these lenses....if this could help correct my vision issues...it could theoretically also help with energy. ATP is used A LOT by your eyes...ATP is the

energy molecule of all life (both plants and animals)....can you help me get in touch with BostonSight.org and this program?

** IPL Treatment for Dry Eye Disease / Meibomiam Gland Dysfunction / Sjogren's Disease / and Ocular Rosacea ** -- It is the only FDA approved treatment ...

OptiLight by Lumenis is the only FDA-approved IPL (Intense Pulsed Light) treatment for dry eye disease. OptiLight is a light-based, non-invasive treatment that uses light pulses to treat dry eye disease caused by meibomian gland dysfunction (MGD).

Dr. Mueller recommends IPL....Dr. Rabaut who I saw before that (at VisionFirst Middletown that is a Dry Eye specialist) - said she recommended it....she referred me to Bennett and Bloom...

Dr. Rabaut also recommended Autologous Tear Serum as did Dr. Eiferman (U of L Corneal Specialist)....Dr. Eiferman refused to write a letter of medical necessity simply stating it would not do any good because insurance never covers it.....I was, however, able to get Dr. Rabaut to write one. I've attached it to this email.

==========

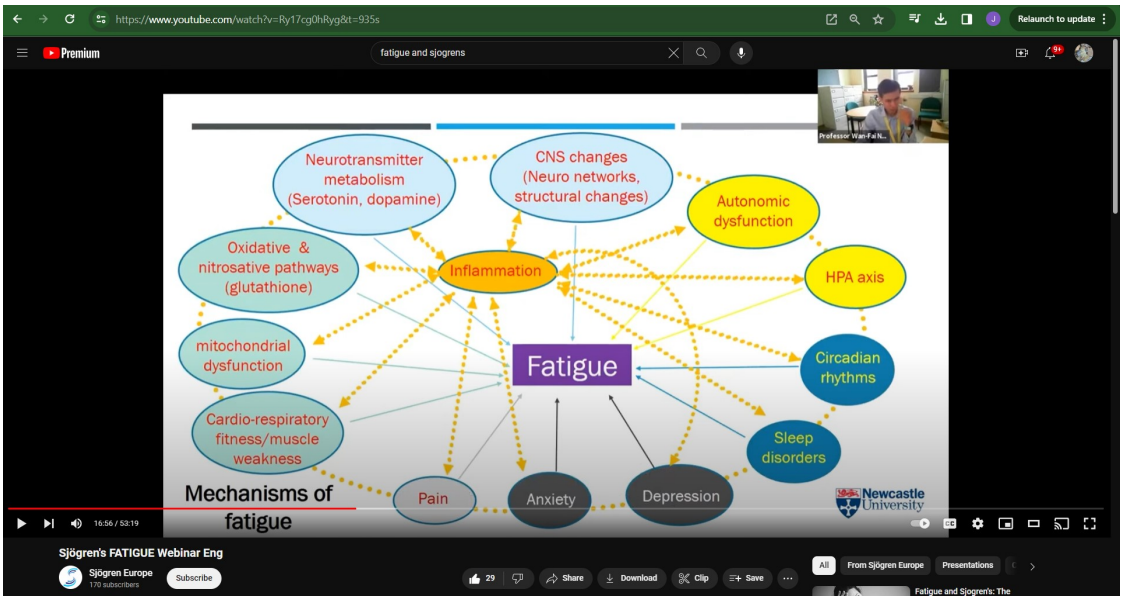
Here is the Redmond Life - Real Salt Company - Link:

https://redmond.life/collections/real-salt?gad_source=1&gclid=Cj0KCQiAyeWrBhDDARIsAGP1mWSZb6GNpsUejK5JkR7v0bjq09IMKOk2TGml_Qd91s6_QuUdcfDvWQoaAtU4EALw_wcB

Redmond
REAL SALT
AMAZING TASTE
UNREFINED MINERAL SALT
MINED IN AMERICA
PERFECT FOR EVERYDAY USE
ANCIENT FINE SEA SALT

OCuSOFT
OUST™
DEMODEX®
CLEANSER
EXTRA STRENGTH
Eyelid Cleanser for Moderate-Severe Conditions
30 Individually Wrapped
One Pre-Moistened Pad

Sjogren's Related Fatigue - Related Likely Mechanisms:



Olapatadine (I am presently on this for allergy eye drops -- can you help me see if Dr. Mueller can increase strength to 0.2% from 0.1%?)

EpiCeram -- this is rx by my dermatologist Dr. Brown at Associates in Dermatology -- EpiCeram is VERY EXPENSIVE at a local compounding pharmacy - so BlinkRX was contacted in terms of getting the cheapest price possible. BlinkRX price is $39.95 and this is the monthly cost.....can you please help try to get this covered? My skin is suffering greatly and I have actually a number of skin issues -- Dr. Brown can provide clinical notes... (Ashley Brown).

Retin-A -- I need to make sure that this remains covered since the switch to the waiver - it was covered before switching - but I fear - like many others - that it may now not be covered...

Sildenafil -- I used to get this at Kroger -- but I learned recently that it is on the formulary (I think) for Traditional Medicaid -- so I am transferring it to CVS - CVS had a note stating that a PA was required -- can you help me make sure we follow this through?

Ferrous Gluconate -- I have been taking this for a long time -- Copper Deficiency causes Iron Transport issues -- having more iron makes it easier for the body to grab what it can where it can (I think is how that works)....you mentioned you were not familiar with Copper deficiency....take a look at the Copper Processes in the Body Part I in the attachment - I think you will be amazed by what it helps regulate.....It is now not covered per CVS...can you help?

Loratidine -- I have been buying this OTC, but I'm sure I can get a rx for it -- it is helping me somewhat...is it on the formulary? (Generic Claritin)
Fluticasone -- I have been using this OTC, but I'm sure can get rx for it -- it is helping me somewhat....is it on the formulary? Generic Flonase

Lotion(s) outside of the EpiCeram above.....here is a recommended list from the Sjogren's Foundation of lotions.....(I don't want to use an 'ointment' as it makes me feel too 'sticky').....can any of the below be covered with the waiver services?

Moisturizers, Creams, Deodorants and Cleansing Products

AmLactin® Cream and Lotion
AmLactin® Ultra Smoothing Moisturizing Lotion
AmLactin® Foot Repair Cream

Sandoz

100 College Road West
Princeton, NJ 08540
800-525-8747
www.amlactin.com

Aveeno® Fragrance-Free Moisturizing Bar
Aveeno® Fragrance-Free Skin Relief Body Wash
Aveeno® Moisturizing Lotions and Creams
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-298-2525
www.aveeno.com

Bag Balm®
Dairy Association Co., Inc.
P.O. Box 145
Lindonville, VT 05851
800-232-3610
www.bagbalm.com

Basis® Sensitive Skin Bar
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.beiersdorf.com

Bexi's Serum, Bexi's Body Milk
Bexi's Balm, Bexi's Spritz
1520 E. Covell Blvd #316
Davis, CA 95616

530-302-5443
www.bexiphd.com

Borage Therapy Body Lotion and Hand Cream
ShiKai Products
P.O. Box 2866
Santa Rosa, CA 95405
800-448-0298
www.shikai.com

Caimon Oil All-Natural Alligator Oil
1485 29th Street
Kenner, LA
844-4CAIMON

Cetaphil® Moisturizing Lotions
Cetaphil® Gentle Skin Cleanser
GALDERMA Special Services
14501 North Freeway

Fort Worth, TX 76177
800-582-8225
www.cetaphil.com

Curel® Ultra Healing® Lotion
Kao Brands
2535 Spring Grove Ave
Cincinnati, OH 45214
800-572-2931
www.curel.com

Cutemol® Emollient Cream
Summers Laboratories, Inc.
103 G.P. Clement Drive
Collegeville, PA 19426-2044
800-533-7546
www.sumlab.com

Dove® Sensitive Skin Fragrance Free Beauty Bar

Dove® Sensitive Skin Fragrance Free Antiperspirant/Deodorant
Unilever Consumer Services
920 Sylvan Ave.
Englewood Cliffs, NJ. 06611
800-761-3683
www.dove.com

Eucerin® Moisturizing Lotion
Eucerin® Dry Skin Therapy
Beiersdorf, Inc.
187 Danbury Rd.
Wilton, CT 07632
800-227-4703
www.eucerin.com

Gloves In A Bottle
Gloves in a Bottle, Inc.
P.O. Box 615

Montrose, CA 91021
800-600-1881

Glycerin Hand Therapy
Camille Beckman
175 S. Rosebud Lane
Eagle, ID 83616
888-494-2637
www.camillebeckman.com

Kiss My Face® Fragrance Free Hand Soap
Kiss My Face® Fragrance Free Roll-on and Stick Deodorants
Kiss My Face Corp.
P.O. Box 224
Gardiner, NY 12525-0224
800-262-5477
www.kissmyface.com

Lubriderm® Sensitive Skin Moisturizing Lotion
Lubriderm® Advanced Therapy Moisturizing Lotion
Johnson & Johnson
Consumer Products Company
199 Grandview Rd.
Skillman, NJ 08558-9418
877-543-8477
www.lubriderm.com

Nature's Mist® Face of the Water™
Bio-Logic Aqua Technologies
P.O. Box 400
Grants Pass, OR 97528
800-367-6478
www.naturesmist.com

Neutrogena® Fragrance Free Cleansing Bar

Neutrogena® Norwegian Formula Fragrance Free Body Moisturizer

Neutrogena Corp.
199 Grandview Rd.
Skillman, NJ 08558
800-582-4048
www.neutrogena.com

Nivea® Body Essentials Enriched Lotions

Beiersdorf Inc.
187 Danbury Rd.
Wilton, CT 06897
800-227-4703
www.niveausa.com

Hydrating Skin Care Line

PEAK 10 SKIN

Breck Edge LLC
400 North Park Ave.,
Suite 10-B
Breckenridge, CO 80242
970-423-6404
email: **Info@peak10skin.com**
www.peak10skin.com

Releveum® Skin Repair Cream
Desert Harvest
P.O. Box 1412
Hillsborough NC 27278
800-222-3901
www.desertharvest.com

Skin Gel Ultimate Skin Treatment
Aloe Life International
P.O. Box 710759
Santee, CA 92072-0759

800-414-2563

www.aloelife.com

Vanicream™ Cleansing Bar
Vanicream™ Lite Lotion for Sensitive Skin
Vanicream™ Moisturizing Skin Cream

Pharmaceutical Specialties, Inc.

P.O. Box 6298

Rochester, MN 55903-6298

800-325-8232

www.vanicream.com

I go through A TON of lotions....because my skin is SO DRY.....also - in the Summertime - I need to find a good solution for a bug spray -- I have had Lyme Disease....AND Rocky Mountain Spotted Fever - and I LOVE nature - but am literally AFRAID of ticks....

More information about Sjogren's systemic nature (from sjogrens.org) -- see below....also....Rituximab infusions have been recommended by the Immunologist/Pulmonologist I see at UK - Dr. Deniskin - can you please follow up with his office for me on where we stand with that? I don't know if he hit an insurance block or what....also - Jackie was referred there to be seen by him too - since so many similiarities but haven't heard back - can you help follow up on that for me?

While many patients experience dry eyes, dry mouth, fatigue and joint pain, Sjögren's can also cause dysfunction of organs such as the kidneys, gastrointestinal system, blood vessels, lungs, liver, pancreas, and the central nervous system. Patients also have a higher chance of developing lymphoma.

Symptoms vary from person to person but may include:

- Neurological problems, concentration/memory-loss, “brain fog”, dysautonomia, headaches
- Dry eyes, corneal ulcerations and infections
- Dry nose, recurrent sinusitis, nosebleeds
- Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
- Swollen, painful parotid/salivary glands
- Difficulty swallowing, heartburn, reflux, esophagitis
- Fatigue, vasculitis, lymphoma, dry skin, skin sensitivity to UV light
- Recurrent bronchitis, interstitial lung disease, pneumonia

- Arthritis, joint/muscle pain
- Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
- Peripheral neuropathy, Raynaud’s
- Stomach upset, gastroparesis, autoimmune pancreatitis
- Irritable bowel, autoimmune gastrointestinal dysmotility
- Interstitial cystitis, interstitial nephritis including renal tubular acidosis, glomerulonephritis
- Vaginal dryness, vulvodynia; chronic prostatitis

Okay -- Other needs -- Special shampoo - I have to use an alternating version of Neutrogena-T-Gel shampoo (available OTC - but possibly available via RX also) - and Ketaconazole shampoo....which is rx.....Dr. Brown rx the Ketaconazole shampoo....I also get these little skin bump things that look like pimples all over my body - that are freaking gross - and I have a Clindamycin topical dauber thing to help with that - but I cannot get to my back or my legs sometimes.....so I may need the attendant person to do that for me - put it on my back - if that is something that is possible....

If there is a way to get Epsoms Salts covered - I like to take Epsoms Salt baths - but here where I am stuck living for now - my mother 'says' it is okay to use her bathtub - but it really 'isn't'....I need to be able to take

soaks so I can help with some of the Cramp Fasciculation Syndrome issues I have along with the general relaxing nature of taking a bath before bedtime....

My nurse said sometimes Waiver participants are able to get recliners -- this would be VERY BENEFICIAL to me -- so I would not be stuck in my bed all the time....or a recliner with some kind of desk attachment or something....I don't know...I am trying to make life easier...and trying to not leave anything out...and there is so much....that I have a lot of anxiety about both things....

My nurse (and me both) also thought that I could benefit potentially from a PT coming to my home to help with exercises, range of motion, possible things to encourage vascular flow, lymph flow, circulation in general, flexibility, and to possibly help with fatigue -- I don't know if there is such a thing - but a PT that had a yoga style approach would work really well...I try to do a short yoga routine (gentle/restorative) every night.

Transportation to and from appointments -- not from all appointments and to all appointments - but assistance with many....

My Endocrinologist - Dr. Sibai - at U of L called in a Continuous Blood Glucose Monitor for me -- I am not diabetic - but there is a lot of literature in the medical studies about how fluctuations in the normal glucose range may lead to small fiber neuropathy and damage to a delta and c unmyelinated nerve fiber sensory nerves....we could not get this covered...do you know of a company that would donate one to me? Libre Freestyle 3 or Dexcom G7 (Dexcom was Endo's preference)....would be best...

Home Delivered Gluten Free Meals (as many as possible) - gluten free -- via Mom's Meals (I heard you say this is like a separate benefit) -- how does this impact SNAP?

Help with laundry, housekeeping, litter boxes, vacuuming, dusting (allergic to dust and mold)

Help in making sure my humidifier I use is clean and help affording distilled water that is gone through very quickly.

Help in making sure that I have a water filtration system to remove heavy metals - my body has a toxic burden so anything to reduce its burden will contribute to better health or at a minimum maintenance of current level of health.

A shower chair or bench -- (a cool looking non-grandma one if available) -- As when in the shower I have trouble standing for long because I have SEVERE foot pain and leg pain....

Need glasses often -- rx changes a lot -- of course having a consistent treatment would help a lot too - but insurance hasn't allowed that to happen really...

Tinted windows are recommended for vehicles of people with Sjogren's - that would help me a lot -- if there is a way to do this...

Anything to help with burden of being gluten free -- letter of medical necessity of gluten free attached to this email.

Rocky and Frannie are certified as emotional support animals in Kentucky - see attached ESA letter.....previously asked former PCP (Dr. Erin Murphy) if she could write service animal letter for me in terms of getting a service dog....she did ... but I have not been able to follow up on that....see attached letter....attached letter for gluten sensitivity, memory impairment, and cannabis recommendation/attestation...

Ketamine infusions are something that could potentially be instrumental in helping me...but are VERY HARD to get insurance to cover....there is a doctor in South Carolina who has been able to get this covered for many patients....at some point if we can follow up and touch base on that in terms of CRPS that would be great.

For teeth....

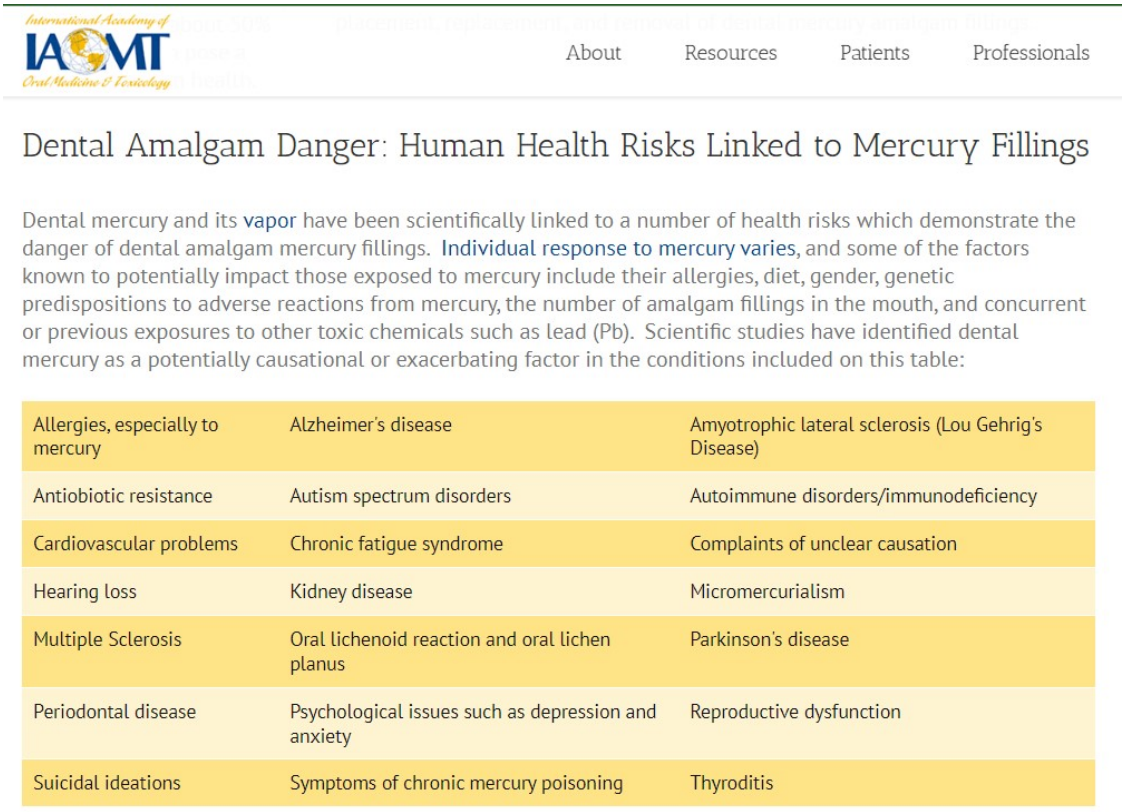
I have several teeth that are in bad shape and this has all happened in last 4 to 6 months - but need help finding a dentist that accepts Medicaid first and foremost - have not had any luck...

Issues I am dealing with -

* many teeth need fillings, crowns, other restorative work, possibly even pulled...if pulled...I need to have some way to replace them....Sjogrens causes extreme dry mouth....that leads to a lot of trouble swallowing/Dysphagia....if I cannot even chew up food - that will not help matters...

* I have several mercury amalgam fillings that I need to have out of my mouth - done in a safe....way.... See S.M.A.R.T. certified dentists here:
https://iaomt.org/member-listings-smart-member/

Below is a table summarizing what has been PROVEN/LINKED to Hg Amalgam Fillings:


International Academy of Oral Medicine & Toxicology
IAOMT
About
Resources
Patients
Professionals
Dental Amalgam Danger: Human Health Risks Linked to Mercury Fillings
Dental mercury and its vapor have been scientifically linked to a number of health risks which demonstrate the danger of dental amalgam mercury fillings. Individual response to mercury varies, and some of the factors known to potentially impact those exposed to mercury include their allergies, diet, gender, genetic predispositions to adverse reactions from mercury, the number of amalgam fillings in the mouth, and concurrent or previous exposures to other toxic chemicals such as lead (Pb). Scientific studies have identified dental mercury as a potentially causational or exacerbating factor in the conditions included on this table:
Allergies, especially to mercury
Alzheimer's disease
Amyotrophic lateral sclerosis (Lou Gehrig's Disease)
Antiobiotic resistance
Autism spectrum disorders
Autoimmune disorders/immunodeficiency
Cardiovascular problems
Chronic fatigue syndrome
Complaints of unclear causation
Hearing loss
Kidney disease
Micromercurialism
Multiple Sclerosis
Oral lichenoid reaction and oral lichen planus
Parkinson's disease
Periodontal disease
Psychological issues such as depression and anxiety
Reproductive dysfunction
Suicidal ideations
Symptoms of chronic mercury poisoning
Thyroditis

Since I have a number of these issues....I feel greatly like the Hg fillings I have in my mouth are contributing to overall illness issues and complicating matters further. Many functional medicine/root-cause doctors would say that you cannot begin to heal until all the Hg fillings have been removed....they have to be removed over a period of time too - in order to not cause further neurotoxic damage.....

I need a good general tooth cleaning...

I have been in braces twice in my life and in the last 3 years completed a round of invisible aligners....unfortunately...my teeth have moved some....and yesterday I ended up even accidentally breaking my lower retainer somehow....I had chewed through one part of it with my canine in my sleep anyway - probably made it weak....I need this to be remade urgently so my teeth don't move further....the orthodontist (Dr. Farnsley) where I had the work done, does not accept Medicaid and a replacement retainer is around $150. Can you help with this?

On my front teeth, I have composite painted on....my enamel is VERY VERY thin - so much so that it is translucent. So a dentist did me a solid and painted on some composite (for pay of course) a few years ago....I need it to be 'adjusted' as the line between composite and fragile enamel remaining is becoming more and more visible...I don't want my front teeth to break off....

I am having a lot of pain especially in the tooth decay area of my lower right side...I need help with this as a priority really

And of course special dental toothpastes that are not covered by insurance have not been affordable....so maybe you can help there too? After I even find a dentist that can help with the above?

I need a new mattress and new sheets for my bed....the new mattress would make a big difference...I lose a lot of sleep because of how much pain I am in because of how bad the mattress is....new sheets would make a big difference because (I think) there are some that are even made to be demodex mite free now.....there is a link between Demodex Mites and Ocular Rosacea and Dry Eye Disease and Meibomiam Gland Dysfunction....

If you know of any resources in the community that might (e.g.) have tickets to the Nutcracker or things along those lines (cultural and age appropriate things) that I could take Jackie too - that would be awesome. I don't know of any despite extensive research....

I will have to send another email covering other ground...like Medicaid eligibility checks that are often only days apart....it has made my life very stressful...and caused even more anxiety....

Also other medical needs include....getting access to some care I do not yet have....ruling out some medical conditions that have not been ruled out...and getting some other important things done (like I want an over-read of an MRI done that showed that I have a tumor in my thoracic spine in Feb. 2023 that was not there previously)....1st identified as an introsseous meningioma....then later as a 'garden variety hemangioma probably nothing to worry about'.....but the differential dx for both of those is Lymphoma and since there is a 44x higher fold risk chance of Lymphoma if you have Sjogren's according to some studies....it is important to rule it out or at a bare minimum have a follow up MRI....

NeuroQuant MRI showed a lot of brain atrophy beyond that expected for my age and gender, so that is of concern as well.....need an interpretation of the NeuroQuant MRI report....

I told you this would be long - the other medicaid one will not be as long as this...but will contain one long document of things received from DCBS recently pertaining to KTAP/SNAP/Medicaid....can anybody help me understand those things - the decisions they are making - why I am being re-evaluated every few days at times? I am hopeful you will be able to help me with many of the above....I feel very scatter-brained - so hoping that you all helping me - you and whoever works with me - that we can smoothen this out so I can focus more on actually living....

Oh yeah - almost forgot - Dr. Mueller called in a RX for Miebo (a new Bausch and Lomb product) and insurance is denying it as well - can you help with it?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Friday, July 26, 2024 3:55 PM
To: cynthia.toll@ky.gov
Subject: John Fouts - Information regarding eyes.
Attachments: image.png; 2023-03-14-Dr-Kristin-Rabaut-Letter-Of-Medical-Necessity-Autologous-Tear-Serum-Avesis-KY-Medicaid-Humana-Healthy-Horizons-John-R-Fouts.pdf

Hi Cyndi.

In the past, I have seen Dr. Rabaut at Vision First for Dry Eye Disease (at the Middletown location), and she, also, is the person I see regarding glasses prescription. I have attached a letter from her stating that autologous tear serum is medically necessary for treatment.

Prior to seeing her, I saw Dr. Eiferman, who recommended autologous tear serum. Dr. Eiferman is at U of L.

Dr. Rabaut advised me to see Bennett and Bloom, so I saw Dr. A. Mueller there who was/has been treating me for dry eye disease, ocular rosacea, allergic/mast cell reactions in eyes, Coma (higher order corneal aberrations - a special kind of them), irregular astigmatism, meibomiam gland dysfunction, inflammation from Sjogren's Disease, etc... Dr. Mueller thought Autologous Tear Serum, Scleral Lenses, and IPL Treatment would help me. The medicaid waiver program has left me high and dry and unable to get the care that I need in vast majority of things...Dr. Mueller also recommended Pataday (Olapatadine) 0.7% due to the amount of allergic reaction and inflammation in my eyes combined and all the other symptoms.

I've recently started seeing Kumar Eye Institute (initially at the Hazelwood Ave location), and later (most recently - yesterday) - at the Poplar Level Rd. location. I have seen multiple doctors there. They recommend autologous tear serum, IPL treatment with lipiflow, scleral lenses, punctal plugs (which I had put in), and we've tried many kinds of eye drops. The eye drops, I need to be covered too....e.g. they are on the medicaid OTC formulary for the generic for refresh, but medicaid refuses to cover....even though they are on the formulary....I have been sick for 15 years now...I am so very tired.....
The cost of IPL treatment is between $400 and $650 per session, and Kumar Eye Institute (Dr. Whitlow) recommends 4 sessions...

I still see Dr. Rabaut when I need glasses, and I need to see her soon....I think my rx has changed. I wear progressive lenses (medically necessary) with transitions (medically necessary) etc...no problem to get a letter stating such.

I have been trying to get Cequa (instead of Restasis or Xiidra) approved too -- but have had trouble with medicaid waiver program in doing so...Cequa works the best out of the cyclosporine products that I have tried...Scleral lenses remain a need as well...

I also recently was referred to the UL Lyons Eye Center for Oculoplastics eval and Dr. Kashkouli took measurements and ran tests and said that it would be medically necessary to improve my vision by lifting the edges of my eye skin where it droops down and obstructs my vision.

I recently found out I have microclots (from long covid) and have to wear these compression boot things -- I had to pay out of pocket because medicaid waiver is unresponsive to nearly all needs. That is why I am so appreciative of your call, but have guarded optimism about any potential positive outcome. It has been a hard ride / tough journey.

I'd like to be reimbursed for the boots if possible. I am required to eat gluten free -- medically necessary -- and the food is 180% to 540% more expensive than regular food....I am on a fixed, limited, income budget and food takes up half of it for me and my child... We get $13 per month for snap.....it doesn't go very far....

The doctor also recommends things like bi-weekly iv infusions of high dose vitamin C, Alpha Lipoic Acid, NAD+, etc...I have not even been able to get that far yet...

I need to find out if I am going to be dual eligible in December (for Medicaid and Medicare -- no one can answer and keep telling me just to wait and see -- I would like to know...)....

Shower chair would be great as I have very painful small fiber neuropathy and also chronic venous insufficiency in addition to Sjogrens', Graves, CRPS, and several other things....

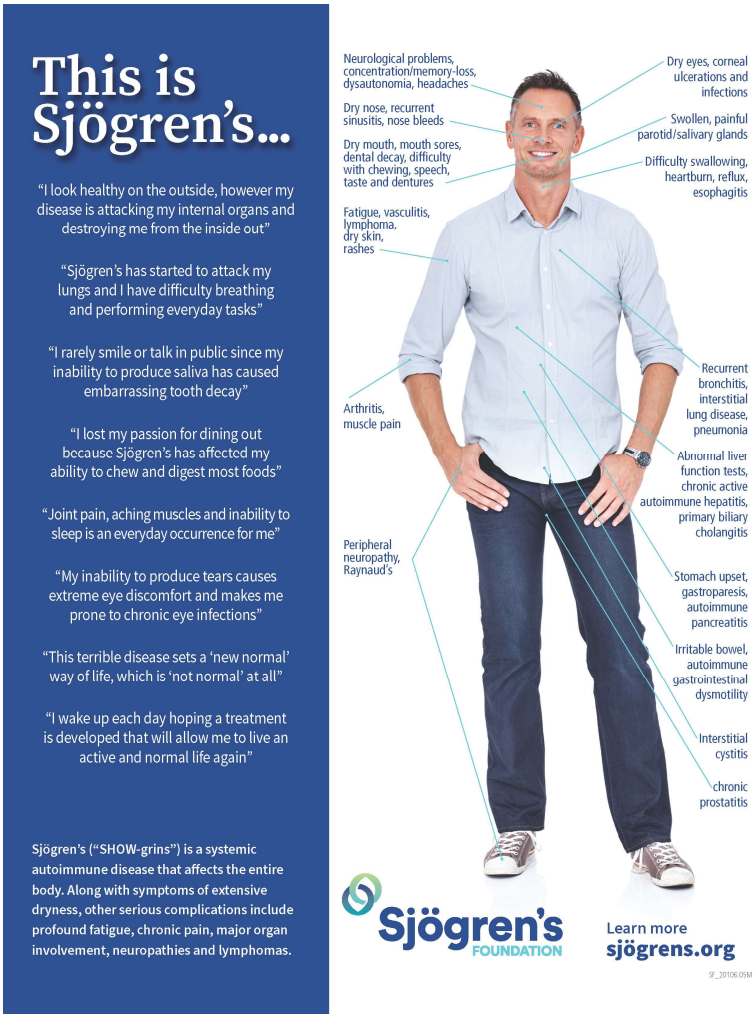
I will send the list I had sent to Jessica Jones (first case manager at The Ole Homeplace) and then to Zachary Grider (current The Ole Homeplace case worker) in a separate email - it will be a forward.

I also need new compression stockings again - since I have to wear them every day....AND since I am not able to wear socks or shoes due to neuropathy issues (for 8 years now)...I wear them out...I wear them as directed....daily....

Thank you for your help (or any help you can give).

For my teeth I have a few things going on....I need at least 5 crowns...I have at least 8 cavities....I also have 8 mercury amalgam fillings in my mouth that I want to have removed by an IAOMT S.M.A.R.T. certified dentist....I have extreme chronic illness issues and removal of a mercury filling without proper tools in place could devastate my health further. I also have composite that was painted over my front teeth because they are so thin from wear and tear that is coming off. I also have a much higher propensity for tooth problems from having Grave's Disease and Sjogren's Disease.

Below is an image of what Sjogren's affects...unfortunately...I experience most of what is listed....it is well documented throughout years of my medical records....


This is Sjögren's...
"I look healthy on the outside, however my disease is attacking my internal organs and destroying me from the inside out"
"Sjögren's has started to attack my lungs and I have difficulty breathing and performing everyday tasks"
"I rarely smile or talk in public since my inability to produce saliva has caused embarrassing tooth decay"
"I lost my passion for dining out because Sjögren's has affected my ability to chew and digest most foods"
"Joint pain, aching muscles and inability to sleep is an everyday occurrence for me"
"My inability to produce tears causes extreme eye discomfort and makes me prone to chronic eye infections"
"This terrible disease sets a 'new normal' way of life, which is 'not normal' at all"
"I wake up each day hoping a treatment is developed that will allow me to live an active and normal life again"
Sjögren's ("SHOW-grins") is a systemic autoimmune disease that affects the entire body. Along with symptoms of extensive dryness, other serious complications include profound fatigue, chronic pain, major organ involvement, neuropathies and lymphomas.
Neurological problems, concentration/memory-loss, dysautonomia, headaches
Dry nose, recurrent sinusitis, nose bleeds
Dry mouth, mouth sores, dental decay, difficulty with chewing, speech, taste and dentures
Fatigue, vasculitis, lymphoma, dry skin, rashes
Arthritis, muscle pain
Peripheral neuropathy, Raynaud's
Dry eyes, corneal ulcerations and infections
Swollen, painful parotid/salivary glands
Difficulty swallowing, heartburn, reflux, esophagitis
Recurrent bronchitis, interstitial lung disease, pneumonia
Abnormal liver function tests, chronic active autoimmune hepatitis, primary biliary cholangitis
Stomach upset, gastroparesis, autoimmune pancreatitis
Irritable bowel, autoimmune gastrointestinal dysmotility
Interstitial cystitis
chronic prostatitis
Sjögren's FOUNDATION
Learn more
sjögrens.org

Here is a link to the Sjogren's Foundation resources for physicians....it talks about clinical guidelines for Ocular and for Oral manifestations along with systemic manifestations of Sjogren's....

https://sjogrens.org/understanding-sjogrens/resources/information-for-your-doctor

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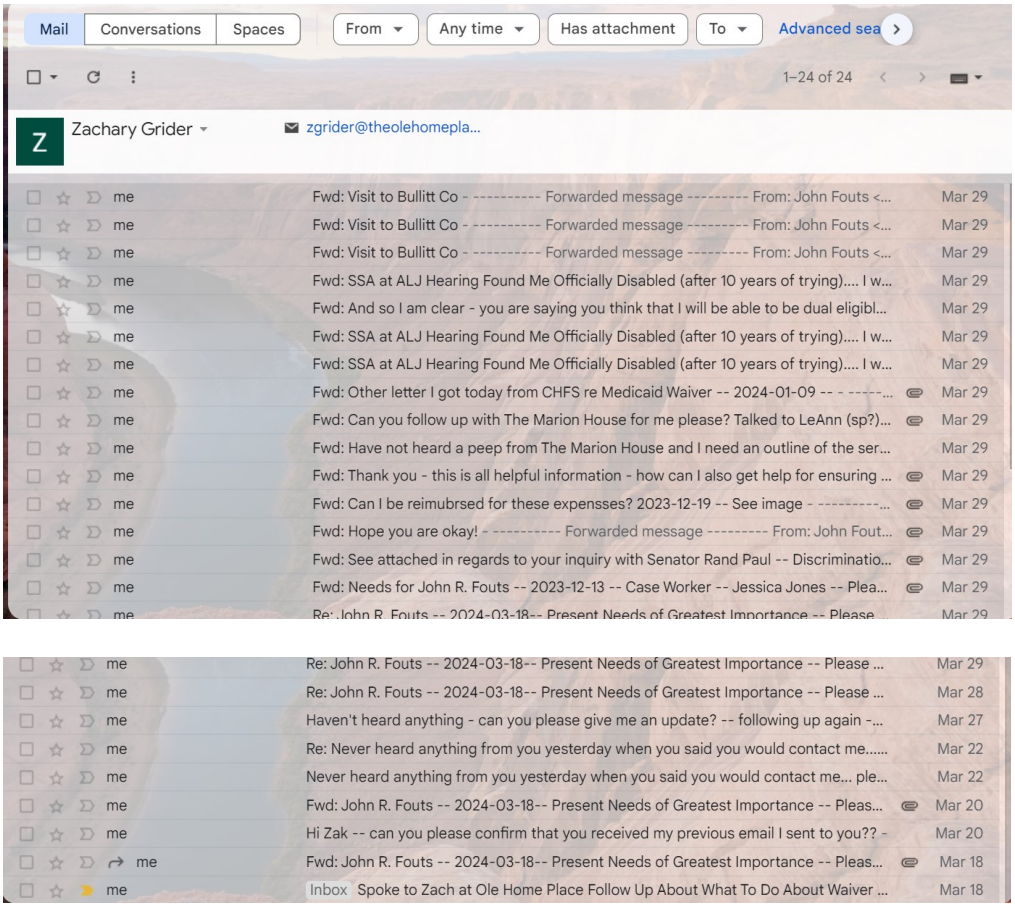
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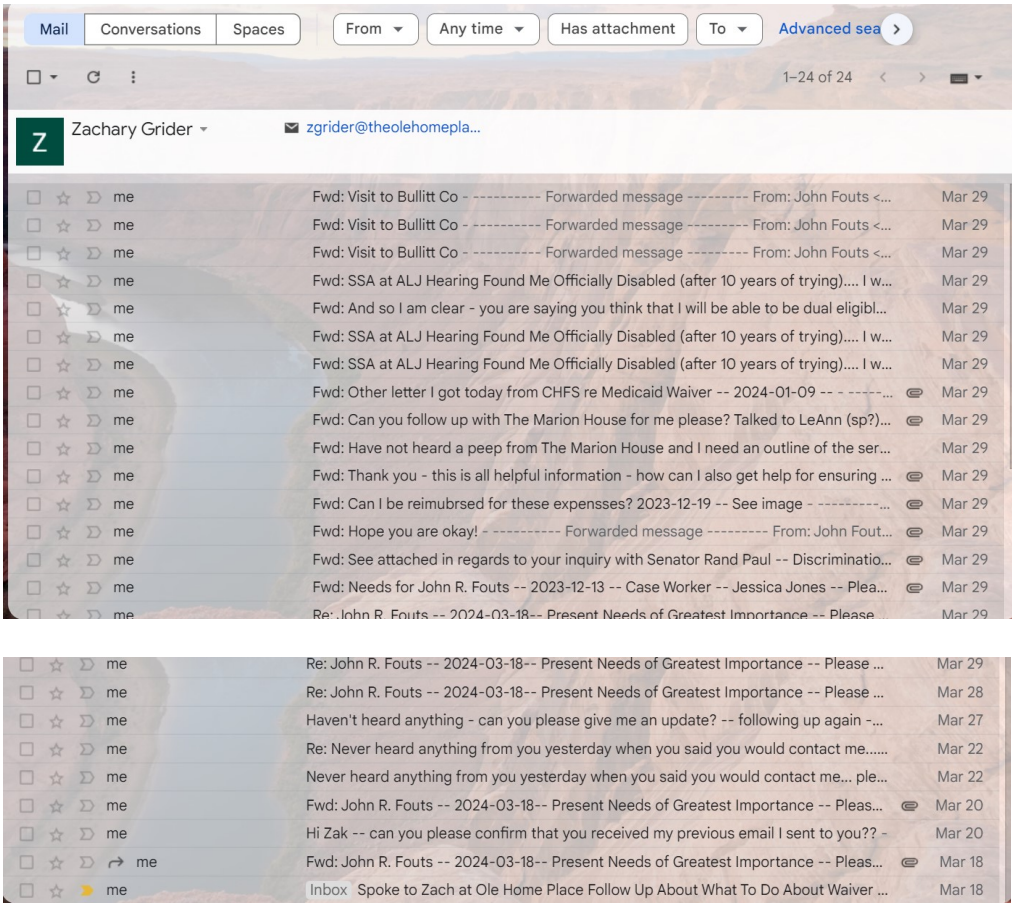
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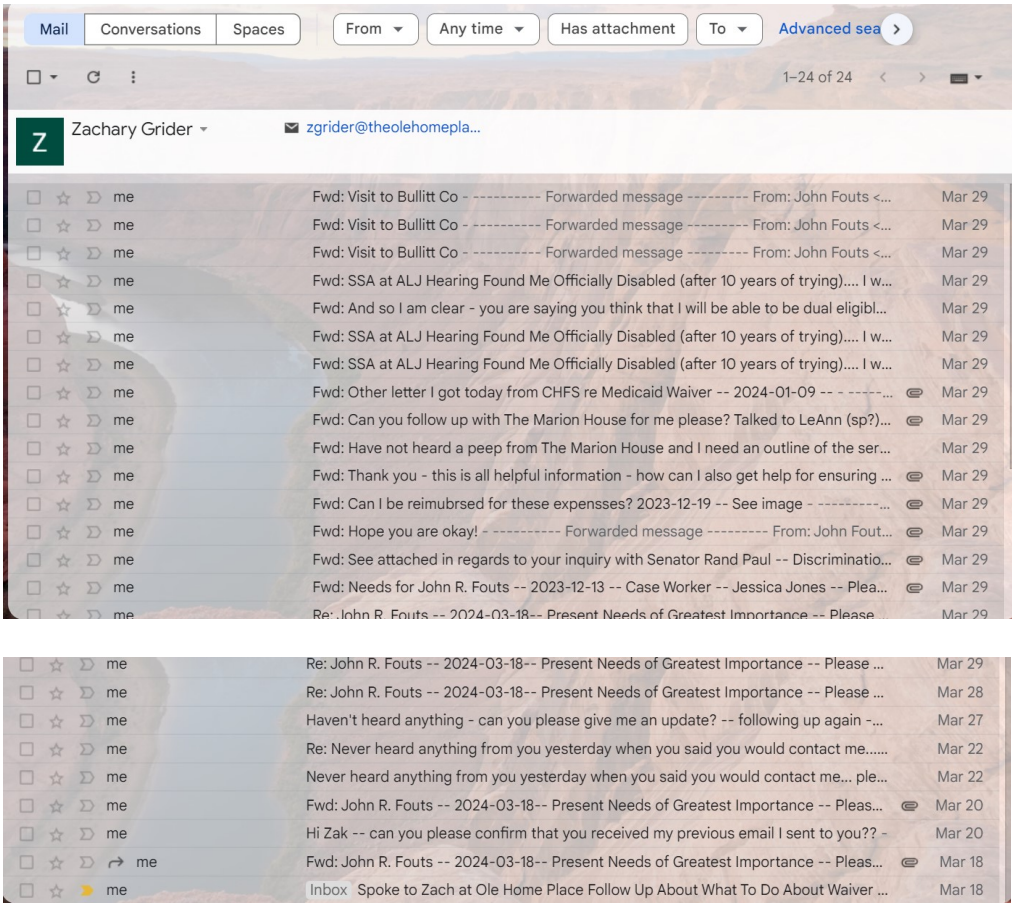
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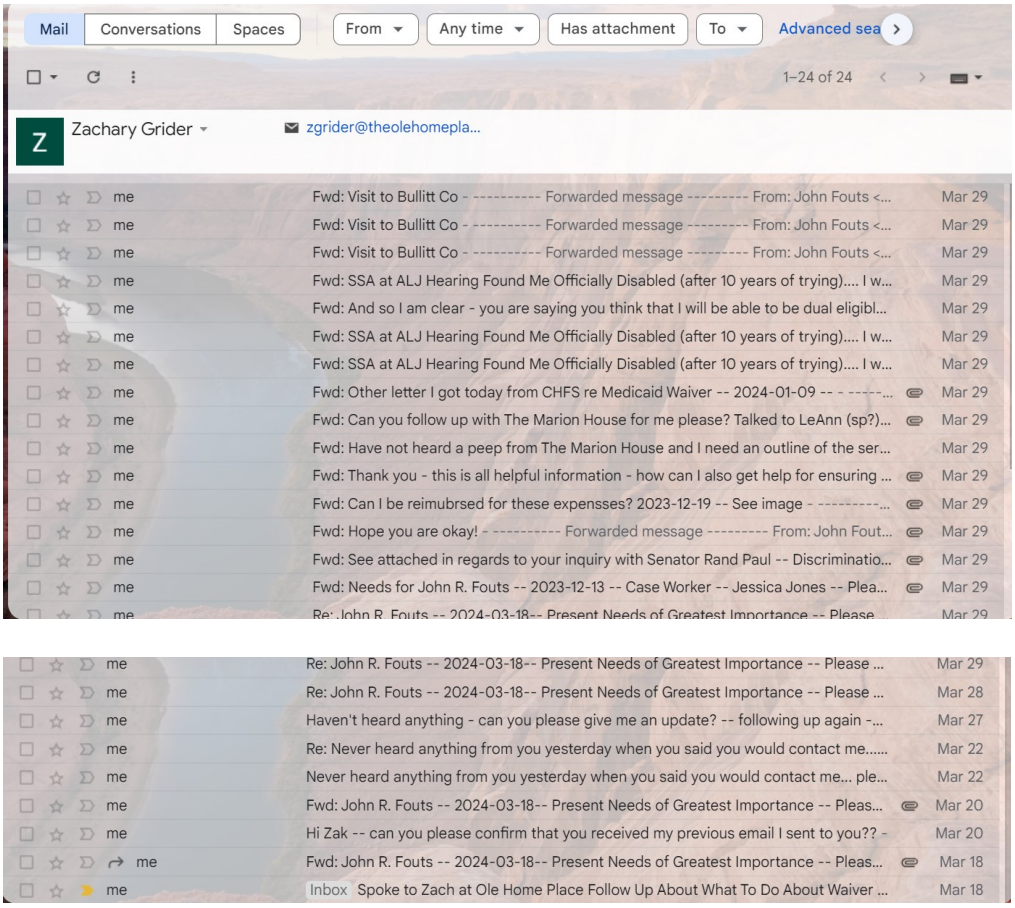
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To: CHFS Listens <CHFS.Listens@ky.gov>

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
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To: Cline, Maddison (CHFS DMS DCA); CHFS Listens
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31
Attachments: image.png; image.png; Visit to Bullitt Co.eml (12.3 KB); Visit to Bullitt Co (2).eml (4.36 KB); Who do I contact since the Ombudsman's Office will not communicate_ ....eml (7.39 KB); Visit to Bullitt Co (1).eml (10.0 KB); SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of t....eml (12.4 KB); SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of t....eml (8.89 KB); SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of t....eml (5.30 KB); Thank you - this is all helpful information - how can I also get hel....eml (1.55 MB); See attached in regards to your inquiry with Senator Rand Paul -- Dis....eml (314 KB); Are you the supervisor of Jessica Jones_ -- Need help with some thin....eml (2.29 MB)

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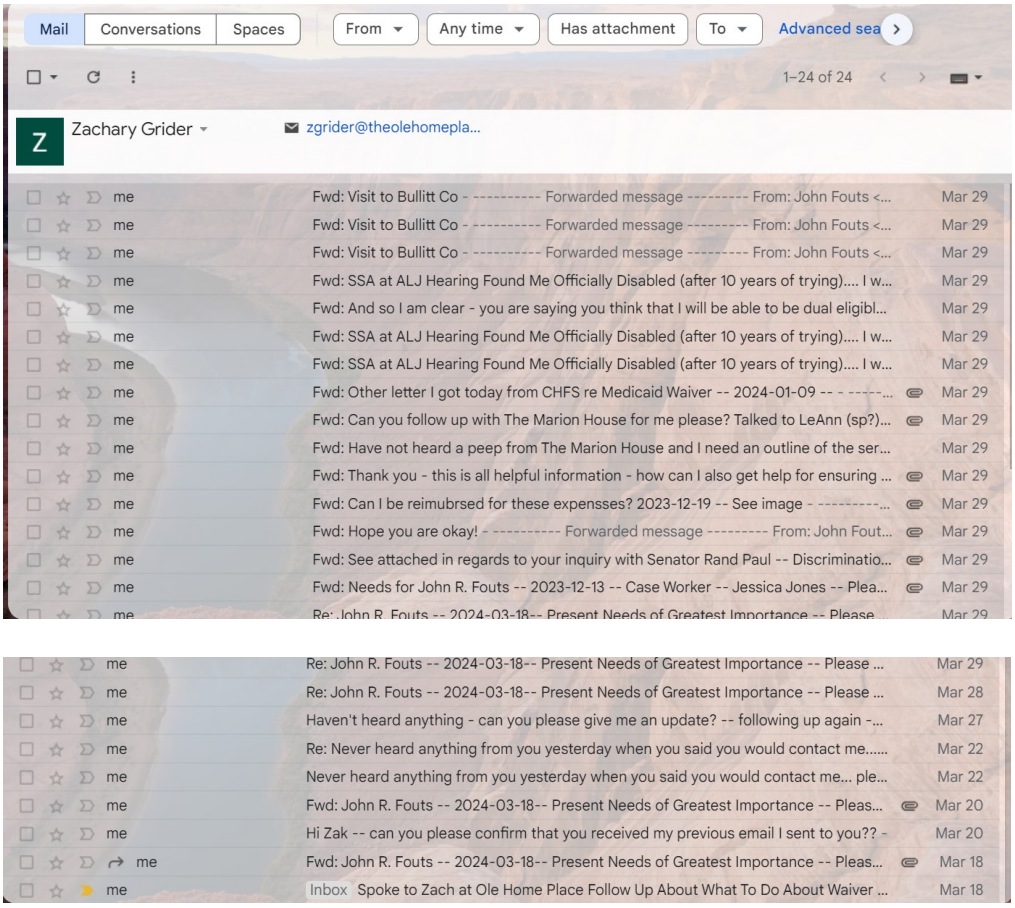
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> Good morning,
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> I just wanted to let you know that this is being reviewed by management.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Maddison Cline
Medicare/Medicaid Specialist II
Department for Medicaid Services

Kentucky Cabinet for Health and Family Services
275 E. Main Street 6W-B

Frankfort, Kentucky 40621
(502) 564-7540 x 2091

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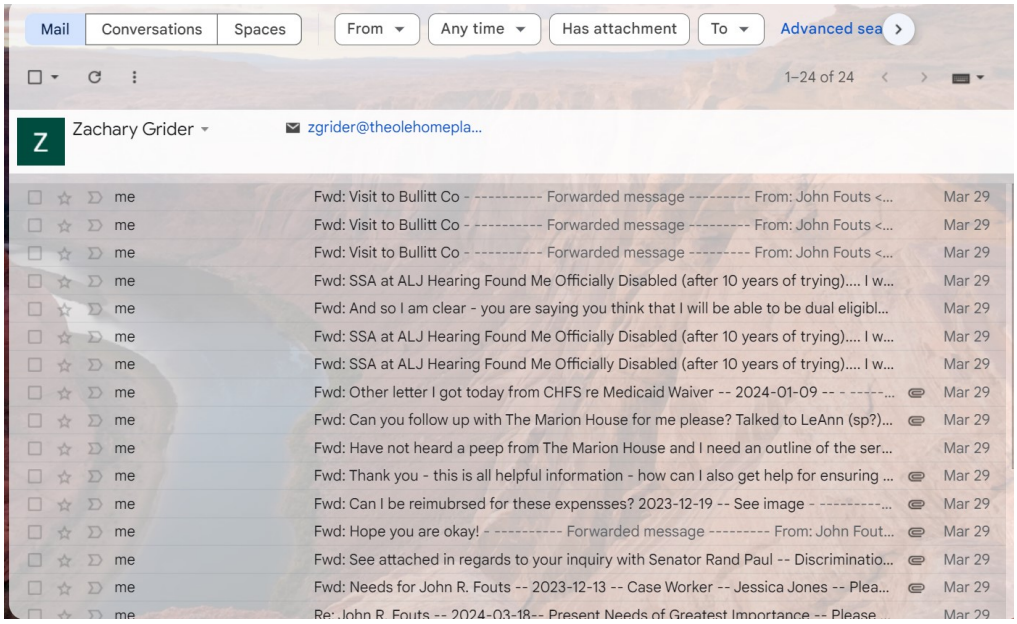
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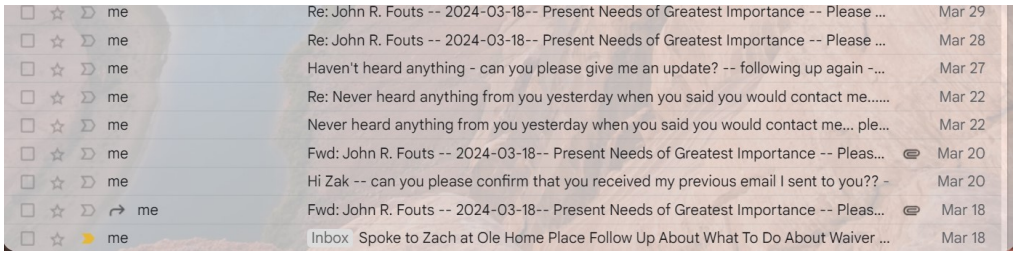
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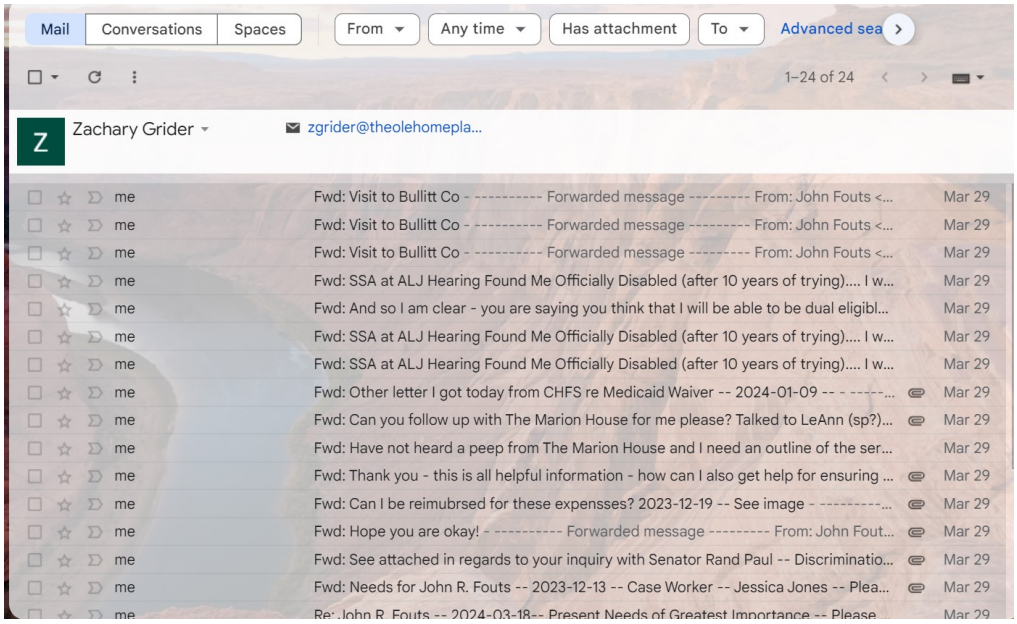
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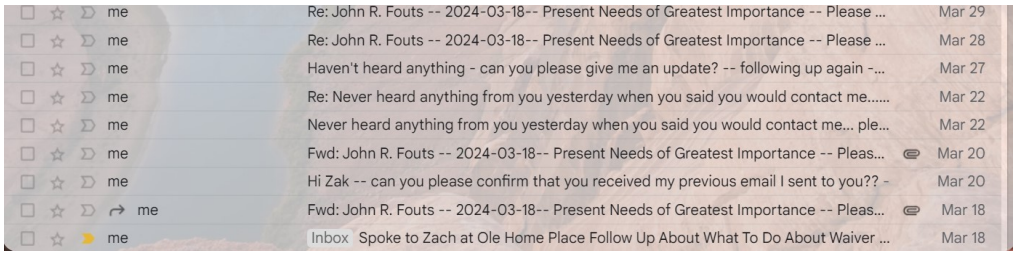
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Attachments: image.png; image.png; image001.png

Thank you for your response. Is it typical to not be able to use any of the waiver benefits in terms of for goods for 1/3 of a year? 4 months+?

On Tue, Apr 2, 2024 at 8:30 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

I received the PDF files you sent. I received a response from the Department for Medicaid Services Waiver Helpdesk. They have confirmed that your Case manager contacted them on 03/28/2024 for assistance on how to request and get approval for the items you have requested. DMS has sent them information on what to provided so they can review for approval. The email related to filing a complaint with FNS. You will need to follow-up with FNS if you wish to peruse it. However, based on the response I received DMS is working directly with your case manager to get your requests approved, its just in the process. They have also confirmed that DMS has reached out to you to advise you and provided me copies of the emails they have sent you.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

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TEAM KENTUCKY

CONFIDENTIALITY NOTICE:

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From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:16 PM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- ...

Attached are the needs I mentioned to Jessica Jones at The Ole Home Place. The only thing I have ever been able to get is the Mom's Meals weekly deliveries - and yes they are helpful - but the waiver is supposed to entail for more than that.

Since you are not able to get email attachments as email messages.... I am sending these as PDFs...

Please confirm receipt.

You can see I have been asking for literally 'any' of the items noted since December of last year...not able to get any help with anything except for mom's meals...

John

On Mon, Apr 1, 2024 at 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

> Good Morning Mr. Fouts,
>
> Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.
>
> If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.
>
> Thank you again for contacting our office and please stay safe.
>
> Have a wonderful day,
>
> **CHFS Listens Team**
>
> 800-372-2973
>
> 502-564-5497
>
> CHFS.Listens@ky.gov

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Sent: Sunday, March 31, 2024 11:10 PM
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Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

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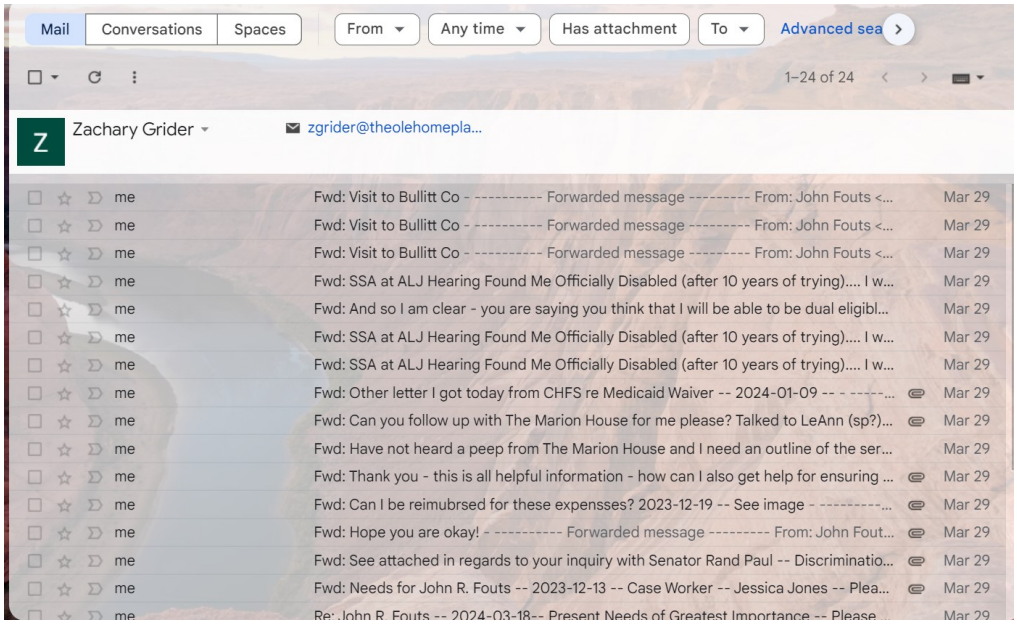
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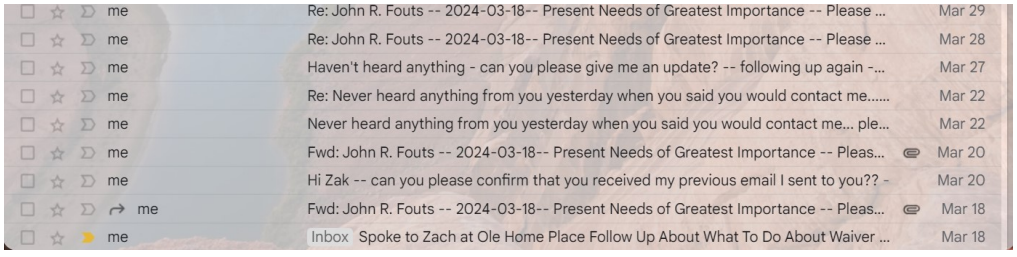
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To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

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Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
Sent: Thursday, April 4, 2024 6:18 PM
To: CHFS Listens
Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png; image.png; image001.png

Thank you for your response. Is it typical to not be able to use any of the waiver benefits in terms of for goods for 1/3 of a year? 4 months+?

On Tue, Apr 2, 2024 at 8:30 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

I received the PDF files you sent. I received a response from the Department for Medicaid Services Waiver Helpdesk. They have confirmed that your Case manager contacted them on 03/28/2024 for assistance on how to request and get approval for the items you have requested. DMS has sent them information on what to provided so they can review for approval. The email related to filing a complaint with FNS. You will need to follow-up with FNS if you wish to peruse it. However, based on the response I received DMS is working directly with your case manager to get your requests approved, its just in the process. They have also confirmed that DMS has reached out to you to advise you and provided me copies of the emails they have sent you.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

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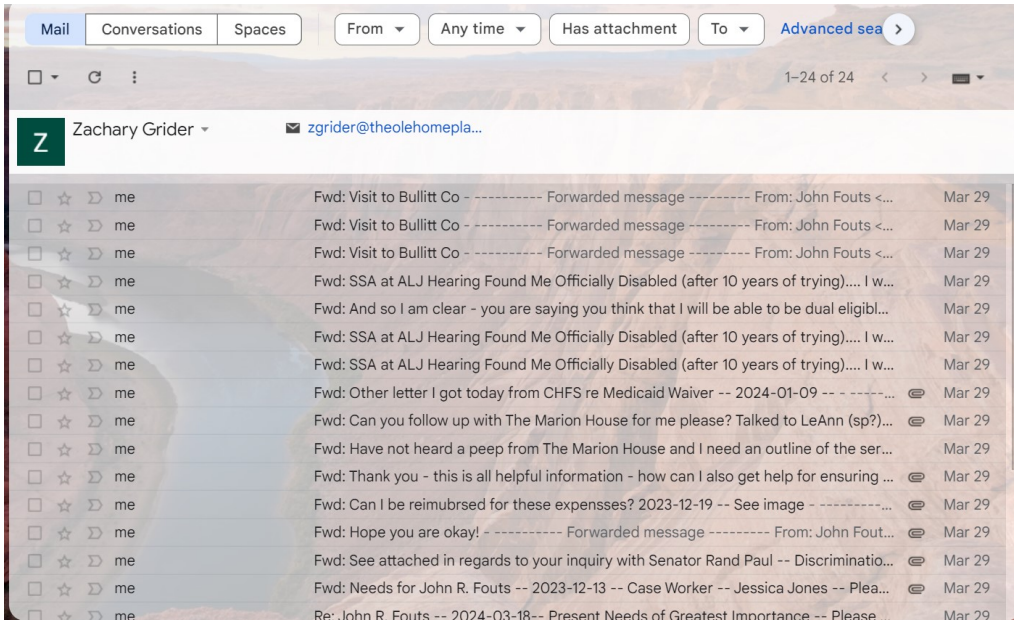
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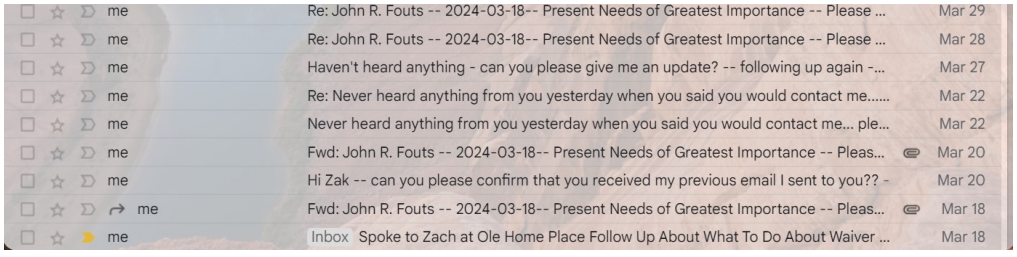
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Attachments: image001.png

I need help with all of the things listed in the PDFs I just sent. Thank you for clarifying with regard to the email files and google drive links. That is the only way that I have to be able to send you large files.

On Mon, Apr 1, 2024 at 10:46 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

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As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

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Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
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> John
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> On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
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> > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> >
> > --
> >
> > **Jessica Jones CM**
> >
> > The Ole Homeplace
> >
> > Division of Case Management
> >
> > Phone: 270-384-0012 Ext: 5005
> > Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:

Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

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>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside

of that, mtg on the 14th and mtg on the 15th, if the attendant shows up…I would be free after either mtg. If you have any openings let me know.

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On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!

Medicare to my knowledge, has no weight on your waiver.

Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?

Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the

intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Jessica Jones CM

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

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I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of

back pay -- I need to ask some things -- see body of email please
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very

thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J

m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....
>
> They are just worn out...
>
> And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>

To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11

Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:17 PM
To: CHFS Listens
Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image001.png

I need help with all of the things listed in the PDFs I just sent. Thank you for clarifying with regard to the email files and google drive links. That is the only way that I have to be able to send you large files.

On Mon, Apr 1, 2024 at 10:46 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

> Good Morning Mr. Fouts,
>
> Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.
>
> If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.
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> Thank you again for contacting our office and please stay safe.
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> Have a wonderful day,
>
> CHFS Listens Team
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> 800-372-2973

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....

Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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14th at high noon?

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On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:

Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

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From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
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>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
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> >
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> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!

Medicare to my knowledge, has no weight on your waiver.

Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?

Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
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> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
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I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Fax. 502.996.8246

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When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very

thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J

m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....
>
> They are just worn out...
>
> And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>

To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11

Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:17 PM
To: CHFS Listens
Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image001.png

I need help with all of the things listed in the PDFs I just sent. Thank you for clarifying with regard to the email files and google drive links. That is the only way that I have to be able to send you large files.

On Mon, Apr 1, 2024 at 10:46 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

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This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

> Good Morning Mr. Fouts,
>
> Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.
>
> If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.
>
> Thank you again for contacting our office and please stay safe.
>
> Have a wonderful day,
>
> CHFS Listens Team
>
> 800-372-2973

502-564-5497

CHFS.Listens@ky.gov

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....

Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.
>
> Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.
>
> John
>
> On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
>
> > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> >
> > --
> >
> > **Jessica Jones CM**
> >
> > The Ole Homeplace
> >
> > Division of Case Management
> >
> > Phone: 270-384-0012 Ext: 5005
> > Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:

Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

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From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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John

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> --
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> **Jessica Jones CM**
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> The Ole Homeplace
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> Division of Case Management
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> Phone: 270-384-0012 Ext: 5005
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--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!

Medicare to my knowledge, has no weight on your waiver.

Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?

Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
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> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
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> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the

intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

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> > Jessica,
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> > Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of

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To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

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For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very

thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J

m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....
>
> They are just worn out...
>
> And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>

To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11

Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:17 PM
To: CHFS Listens
Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image001.png

I need help with all of the things listed in the PDFs I just sent. Thank you for clarifying with regard to the email files and google drive links. That is the only way that I have to be able to send you large files.

On Mon, Apr 1, 2024 at 10:46 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

> Good Morning Mr. Fouts,
>
> Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.
>
> If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.
>
> Thank you again for contacting our office and please stay safe.
>
> Have a wonderful day,
>
> CHFS Listens Team
>
> 800-372-2973

502-564-5497

CHFS.Listens@ky.gov

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....

Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
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>
> John
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> On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
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> > Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
> >
> > --
> >
> > **Jessica Jones CM**
> >
> > The Ole Homeplace
> >
> > Division of Case Management
> >
> > Phone: 270-384-0012 Ext: 5005
> > Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:

Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

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>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:

> 14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside

of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

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On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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"Shining" in Service,

John R. Fouts, MBA

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!

Medicare to my knowledge, has no weight on your waiver.

Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?

Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
>
> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
>
> For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the

intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

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I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of

back pay -- I need to ask some things -- see body of email please
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very

thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J

m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....
>
> They are just worn out...
>
> And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>

To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11

Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

> --
>
> **"Shining" in Service,**
>
> **John R. Fouts, MBA**
>
> **Fax. 502.996.8246**

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:17 PM
To: CHFS Listens
Subject: Re: FW: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image001.png

I need help with all of the things listed in the PDFs I just sent. Thank you for clarifying with regard to the email files and google drive links. That is the only way that I have to be able to send you large files.

On Mon, Apr 1, 2024 at 10:46 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our systems blocks links to untrusted sources. Because it is a link to a personal google drive and not a file that can be scanned prior to opening it I am unable to access it due to our security protocols in place. I can escalate the issues you mentioned concerning eye drops and compression stockings to DMS for further assistance

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens <CHFS.Listens@ky.gov>
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

> Good Morning Mr. Fouts,
>
> Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.
>
> If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.
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> Thank you again for contacting our office and please stay safe.
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> Have a wonderful day,
>
> CHFS Listens Team
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> 800-372-2973

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From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....

Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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14th at high noon?

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On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:

Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

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From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
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>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
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> >
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> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!

Medicare to my knowledge, has no weight on your waiver.

Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?

Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.

On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Jessica,
>
> When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
>
> Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
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> Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.
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I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Fax. 502.996.8246

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When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help.....that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very

thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J

m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.

You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.

On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:

> Hi Jessica.
>
> Can you remind me what next steps are?
>
> Also - can I get reimbursed for these expenses?
>
> Please confirm receipt of my email.
>
> Also - is there a way we can prioritize the compression stockings?
>
> Mine are a bit more religious (holy) than I would like for them to be....
>
> They are just worn out...
>
> And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

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Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>

To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11

Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....

I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 4:16 PM
To: CHFS Listens
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png; image.png; image001.png; Gmail - Fwd_ See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14.pdf; Gmail - Okay last email for now -- I told you there was a lot -- not trying to overload you informationally - but this is stuff I am no longer able to track and do because there is so much and I don't ever feel well -- 2023-12-14 -- Email 3 -- Please .pdf; Gmail - Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -- Email 1 of 2.pdf

See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- ...

Attached are the needs I mentioned to Jessica Jones at The Ole Home Place. The only thing I have ever been able to get is the Mom's Meals weekly deliveries - and yes they are helpful - but the waiver is supposed to entail for more than that.

Since you are not able to get email attachments as email messages.... I am sending these as PDFs...

Please confirm receipt.

You can see I have been asking for literally 'any' of the items noted since December of last year...not able to get any help with anything except for mom's meals...

John

On Mon, Apr 1, 2024 at 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

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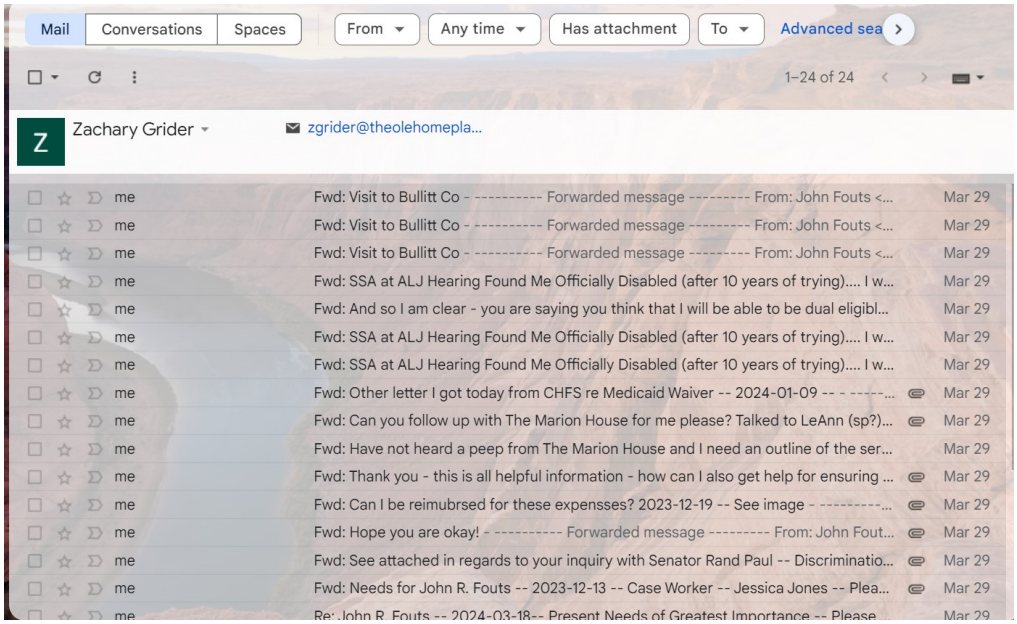
Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....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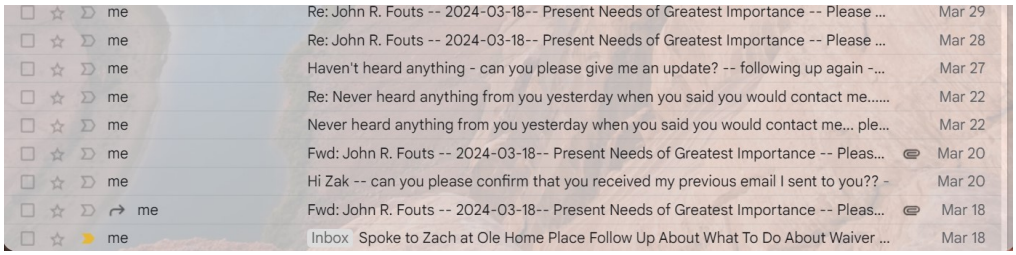
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Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

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Date: Fri, Mar 29, 2024 at 11:48 AM
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To: CHFS Listens <CHFS.Listens@ky.gov>

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I would like to request a formal investigation at this point.

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It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

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Have a wonderful day,

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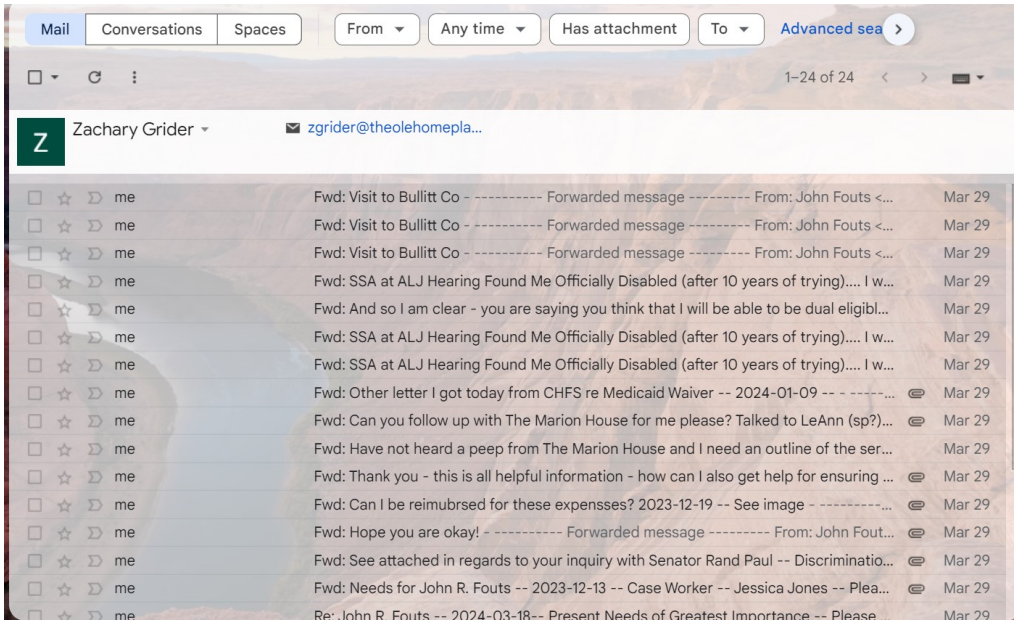
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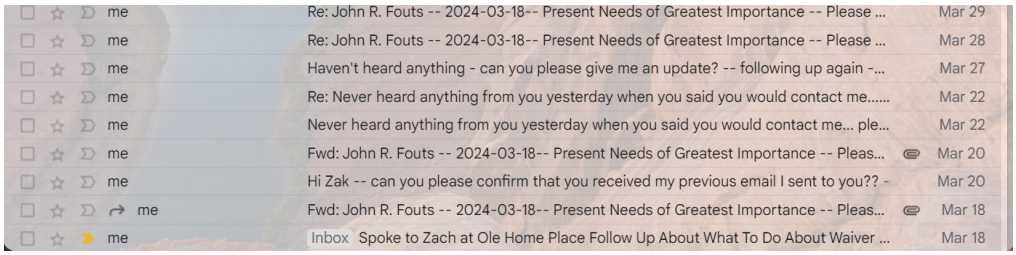
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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fouts.john@gmail.com

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To: CHFS Listens
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
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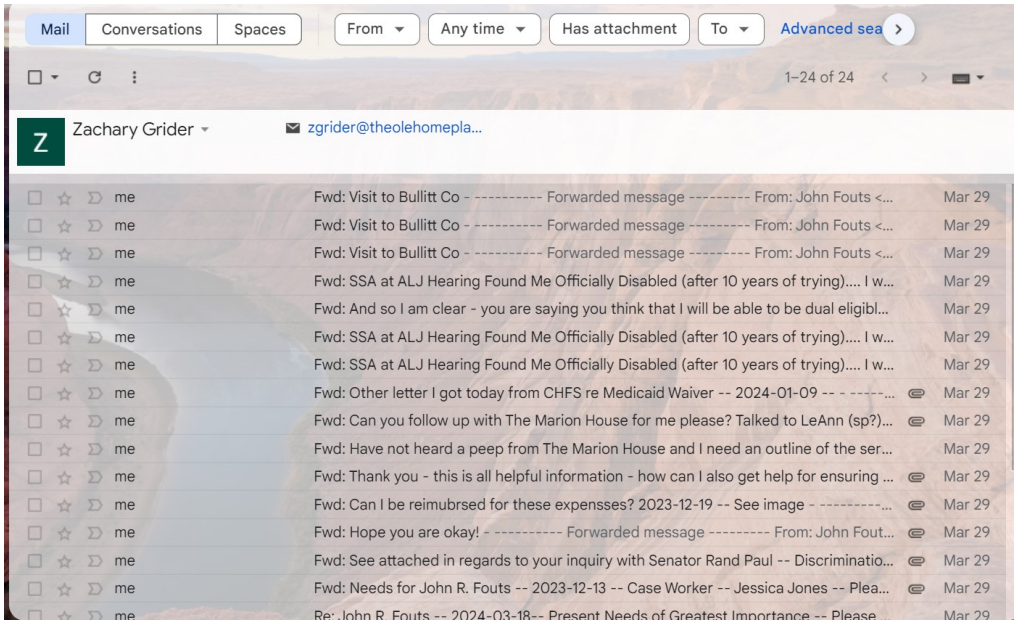
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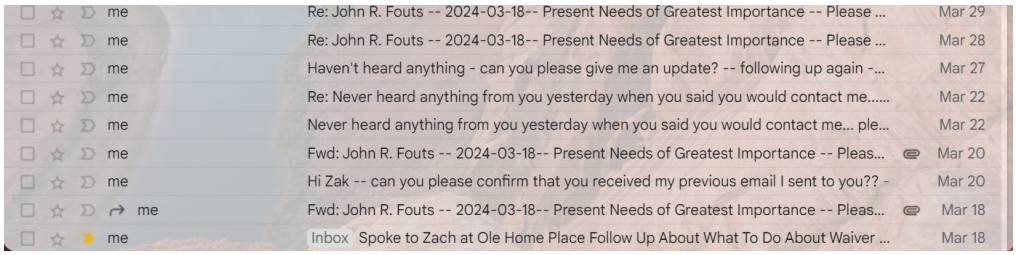
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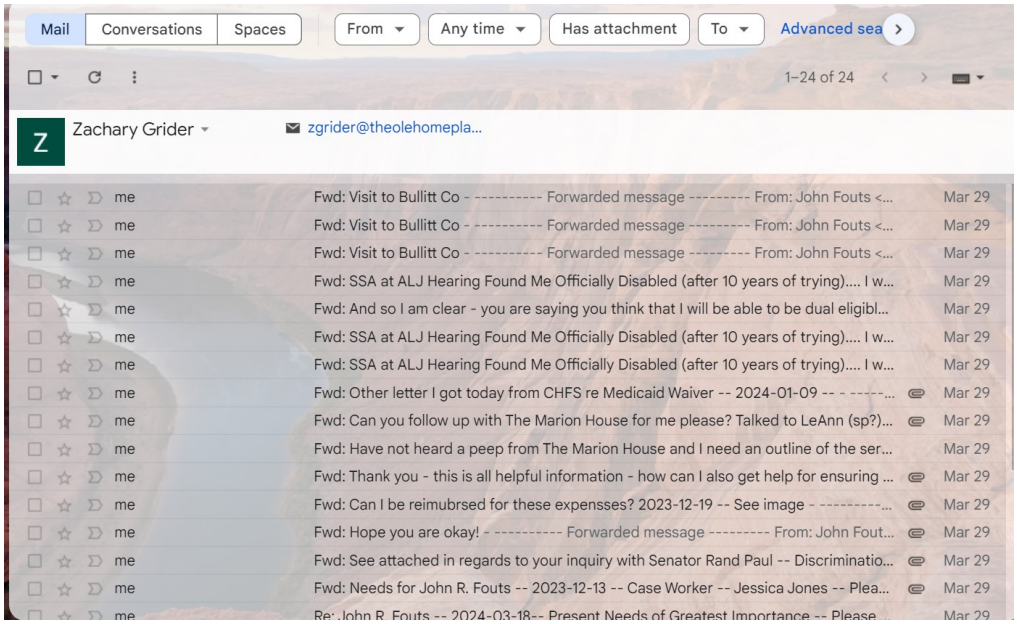
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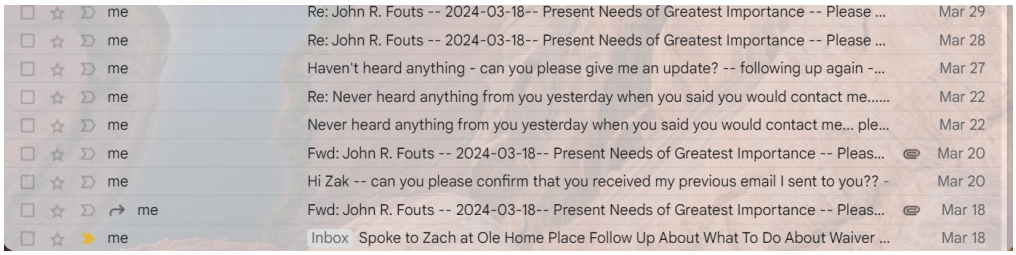
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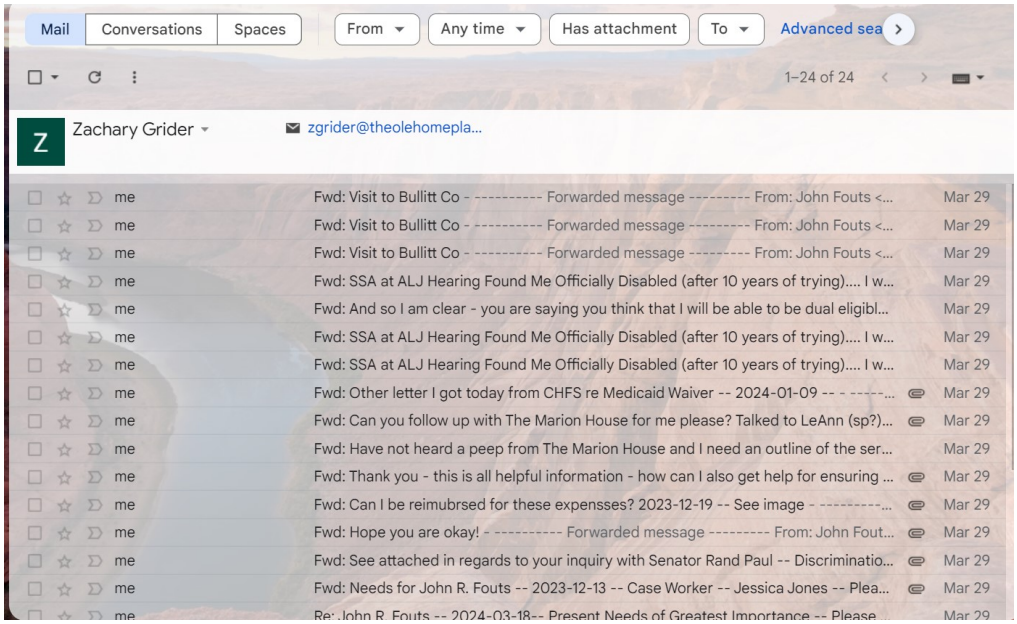
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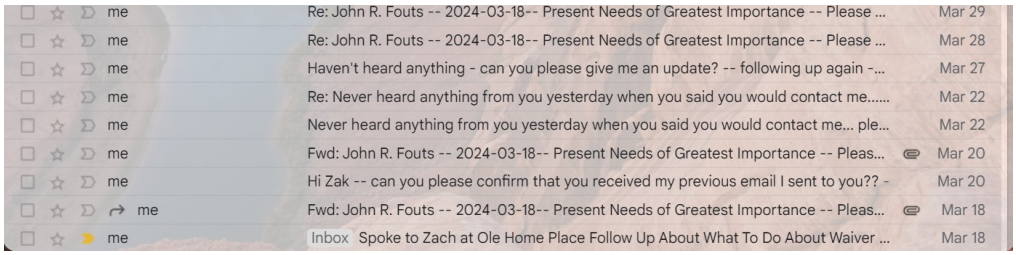
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On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

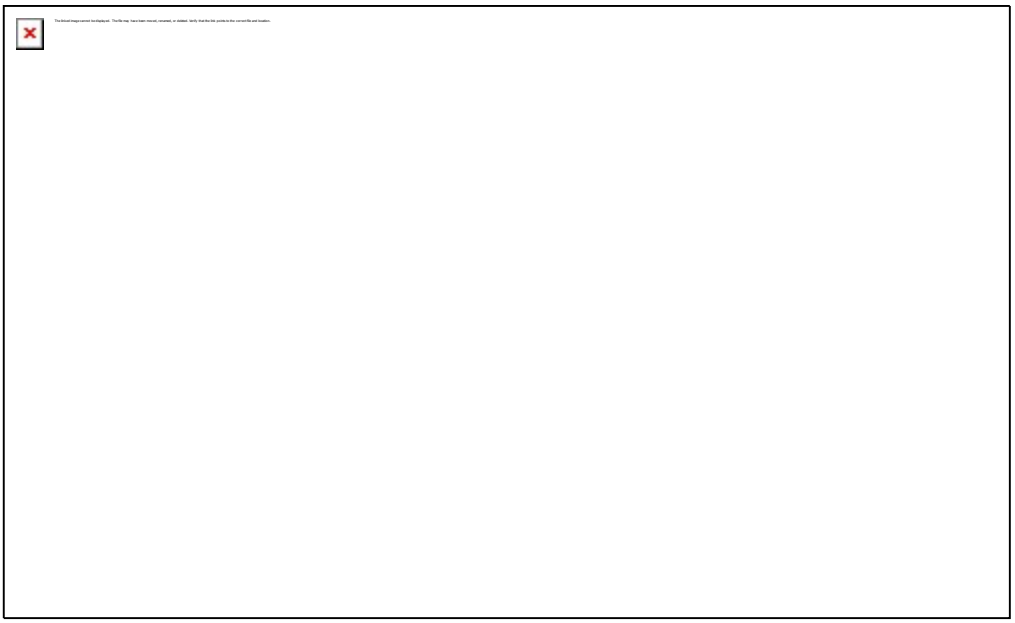
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Hey John, I'm at your home right now. Do I need to just come in and come down to see you?

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

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14th at high noon?

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On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
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Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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>
> The Ole Homeplace
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> Division of Case Management
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> Phone: 270-384-0012 Ext: 5005
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John R. Fouts, MBA

Fax. 502.996.8246

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
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> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
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> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
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Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

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From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year

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To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

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From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help……that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

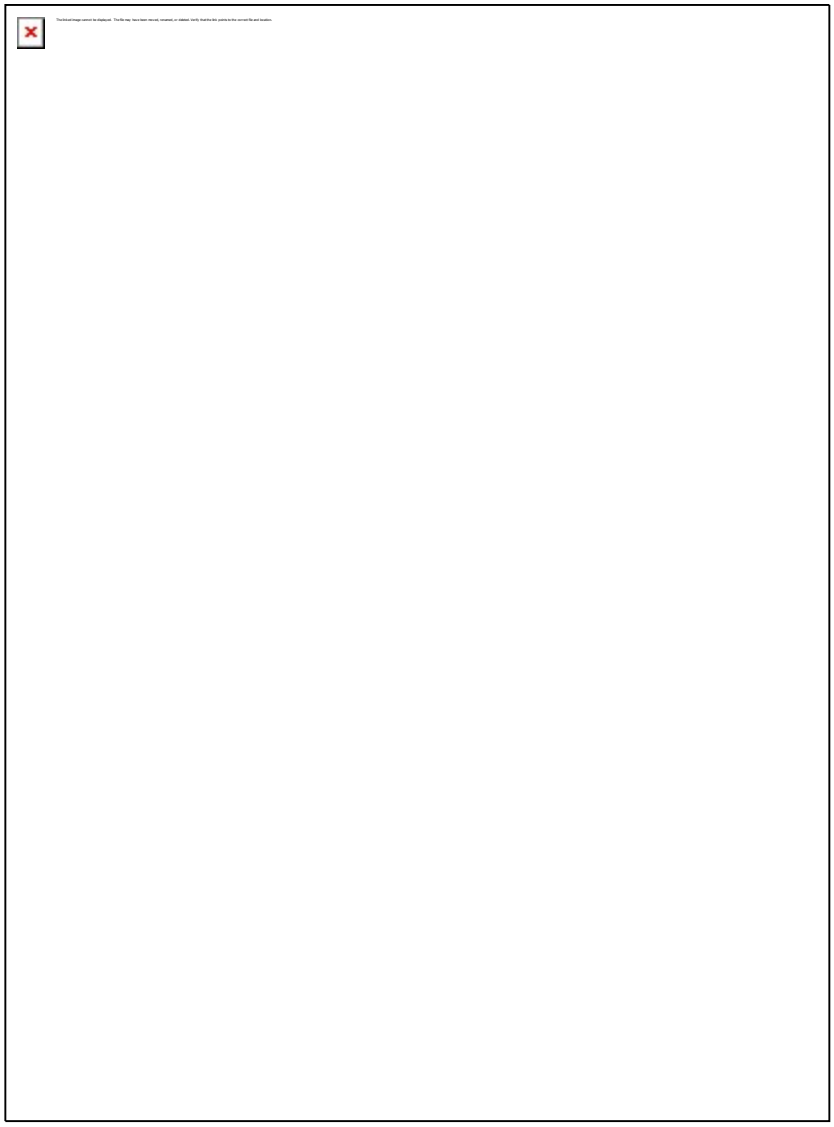
Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J
m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

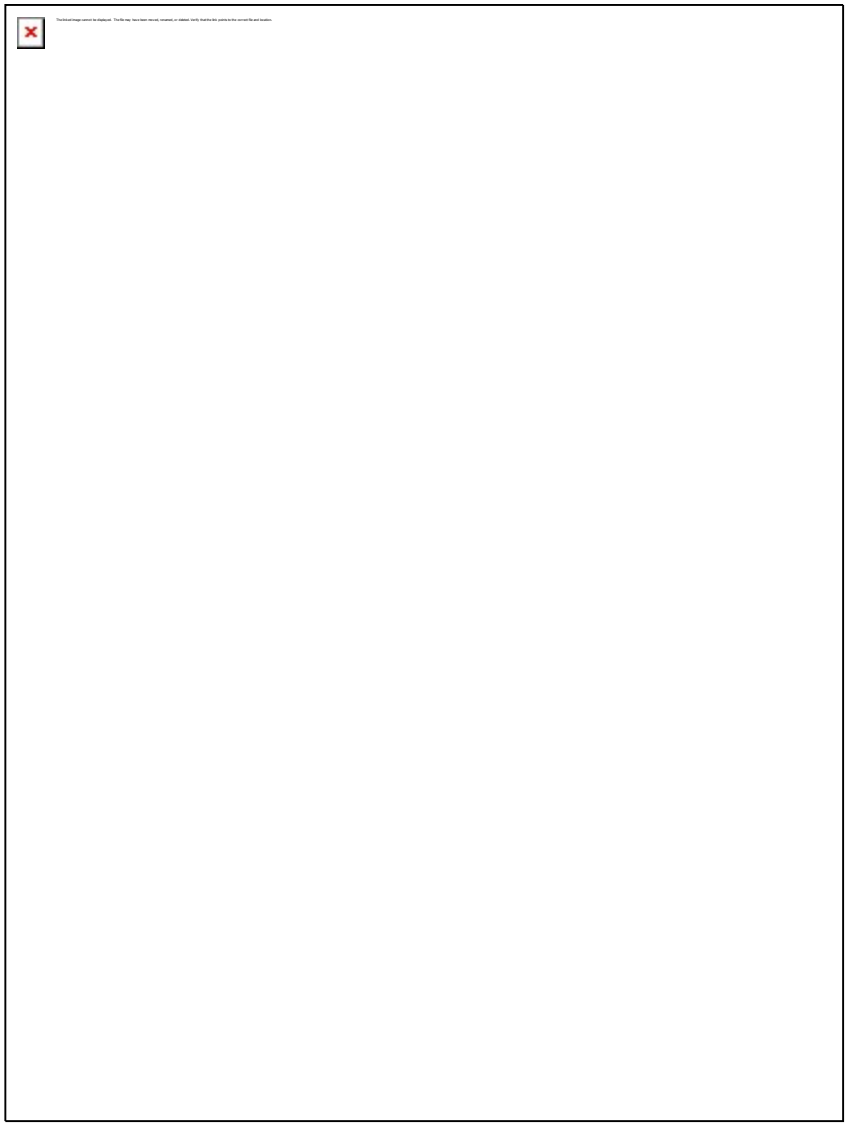
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.
>
> You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.
>
> On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Hi Jessica.
> >
> > Can you remind me what next steps are?
> >
> > Also - can I get reimbursed for these expenses?



Please confirm receipt of my email.

Also - is there a way we can prioritize the compression stockings?

Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

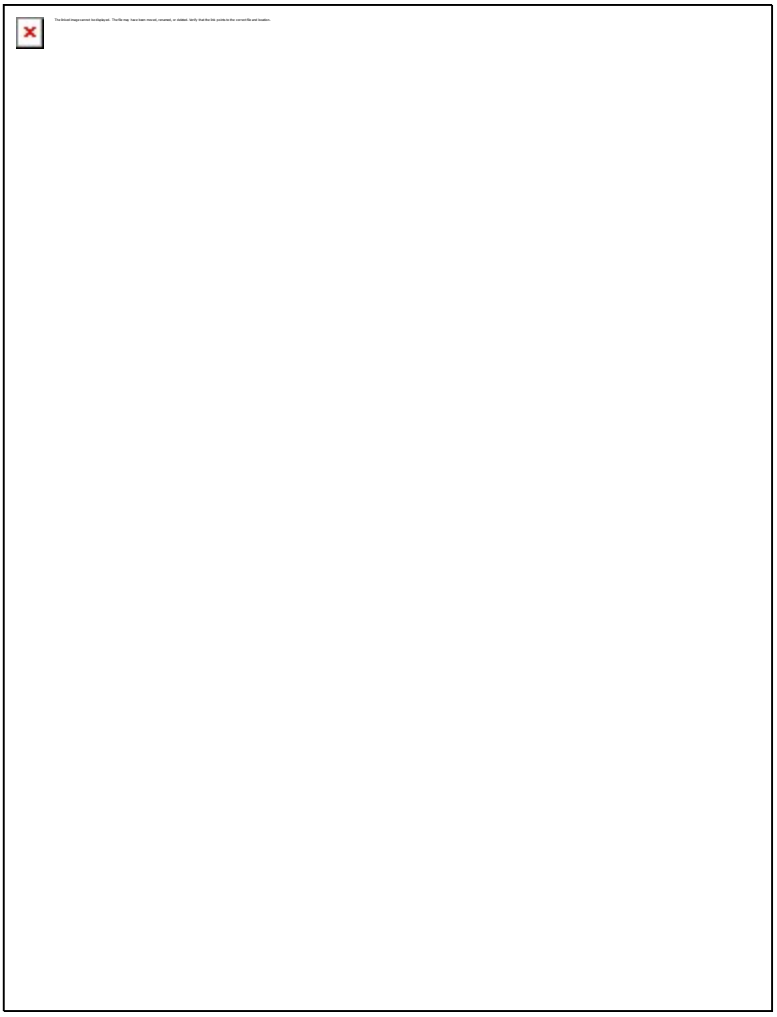
John R. Fouts, MBA

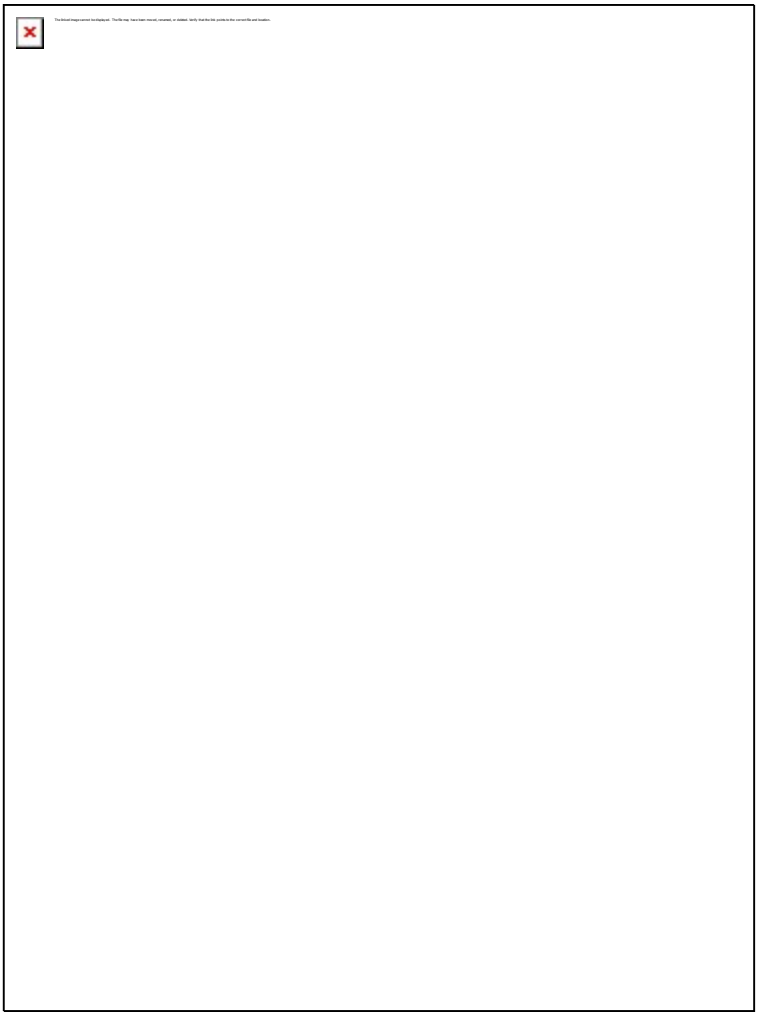
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

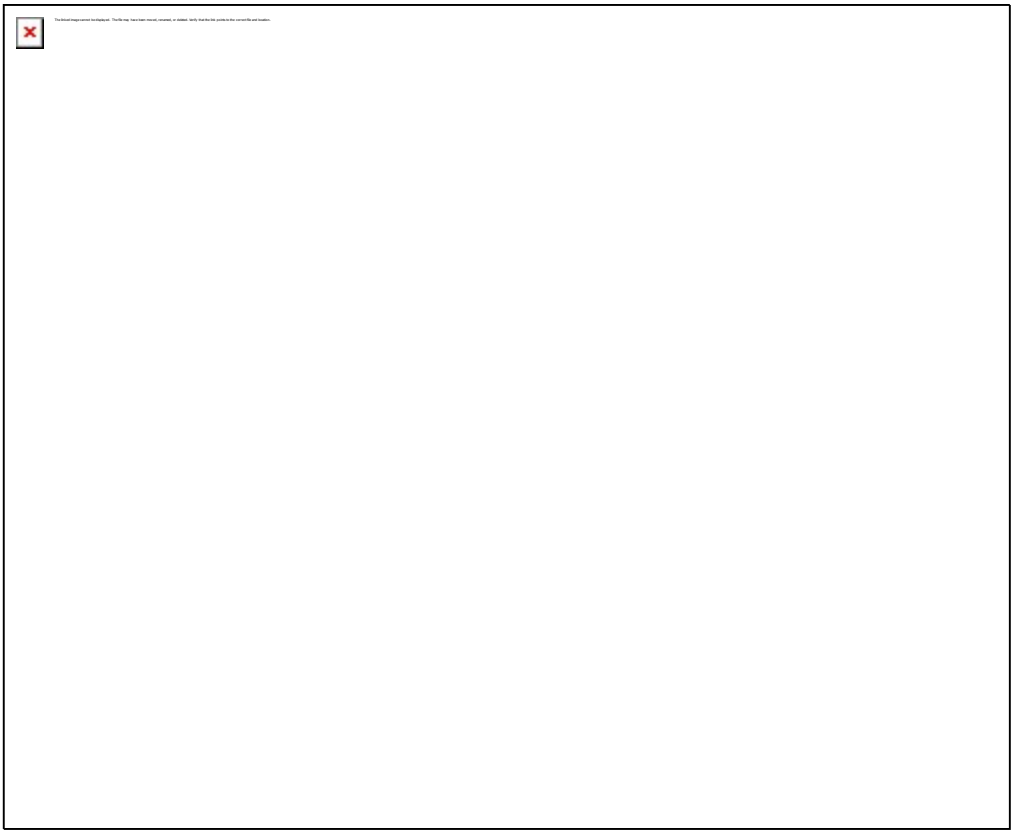




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

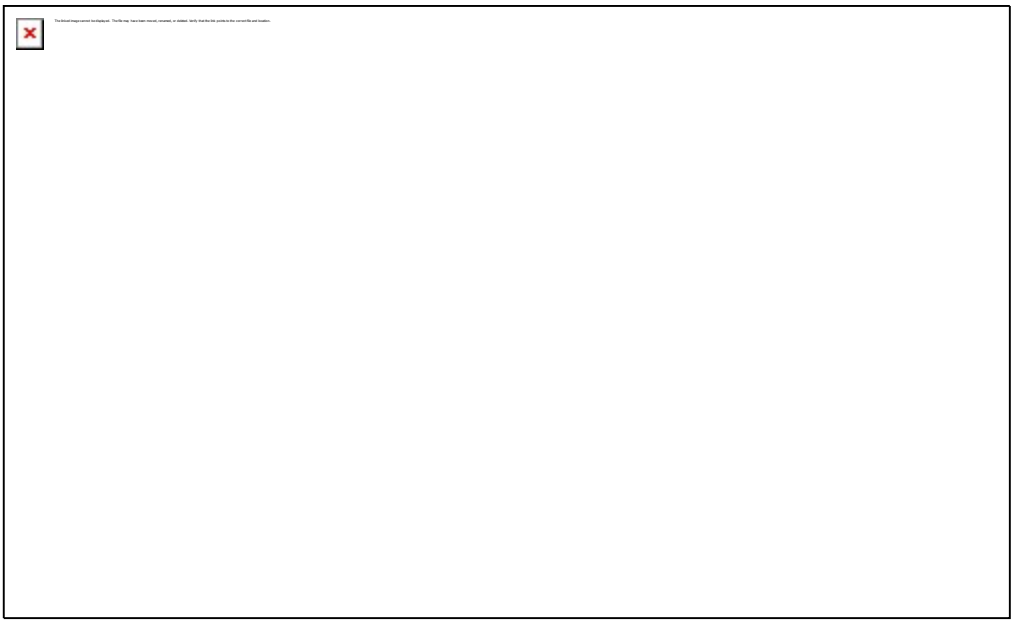
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:
14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside

of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

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Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

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John

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--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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Date: Tue, Feb 13, 2024 at 8:35 PM
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To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

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> **Jessica Jones CM**
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> The Ole Homeplace
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> Division of Case Management
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> Phone: 270-384-0012 Ext: 5005
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John

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
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--

Jessica Jones CM

The Ole Homeplace

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Phone: 270-384-0012 Ext: 5005
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
> > >
> > > On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year

of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
>
> Medicare to my knowledge, has no weight on your waiver.
>
> Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
>
> Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
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>
> > Jessica,
> >
> > When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.
> >
> > Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.
> >
> > Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.
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> >
> > For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

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Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

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I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help……that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

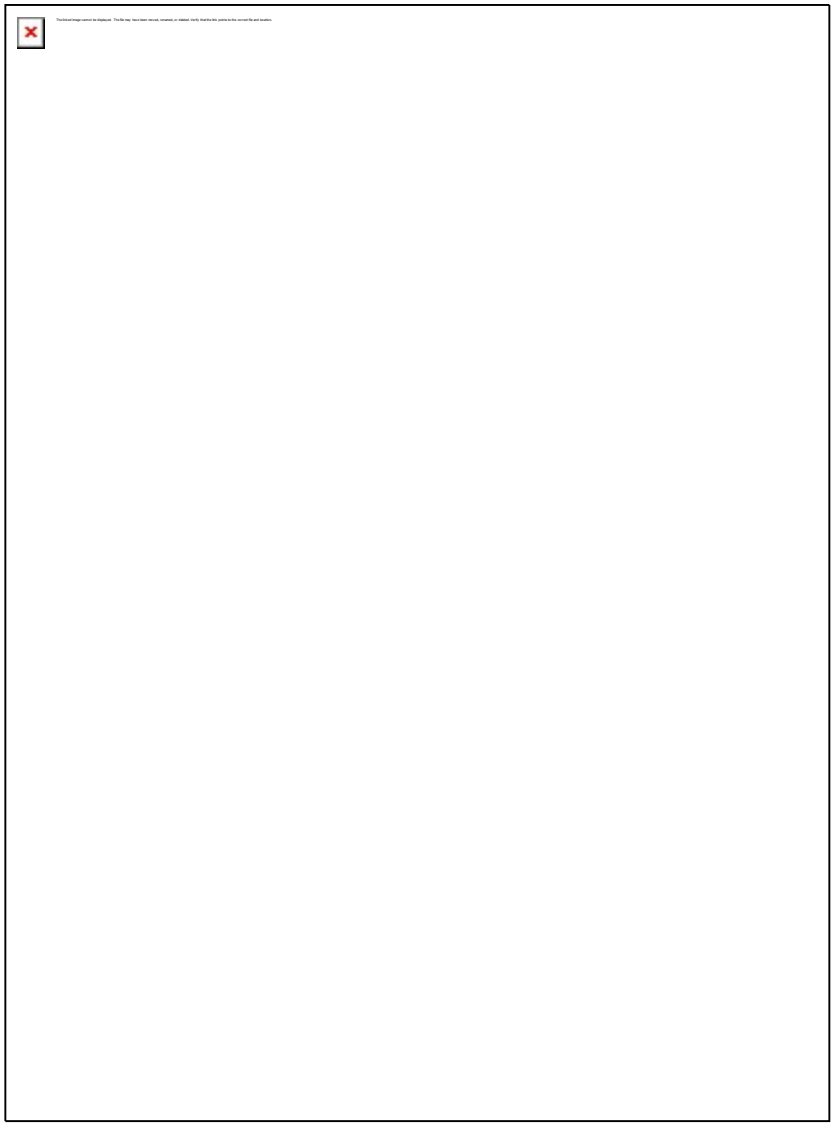
Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J
m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

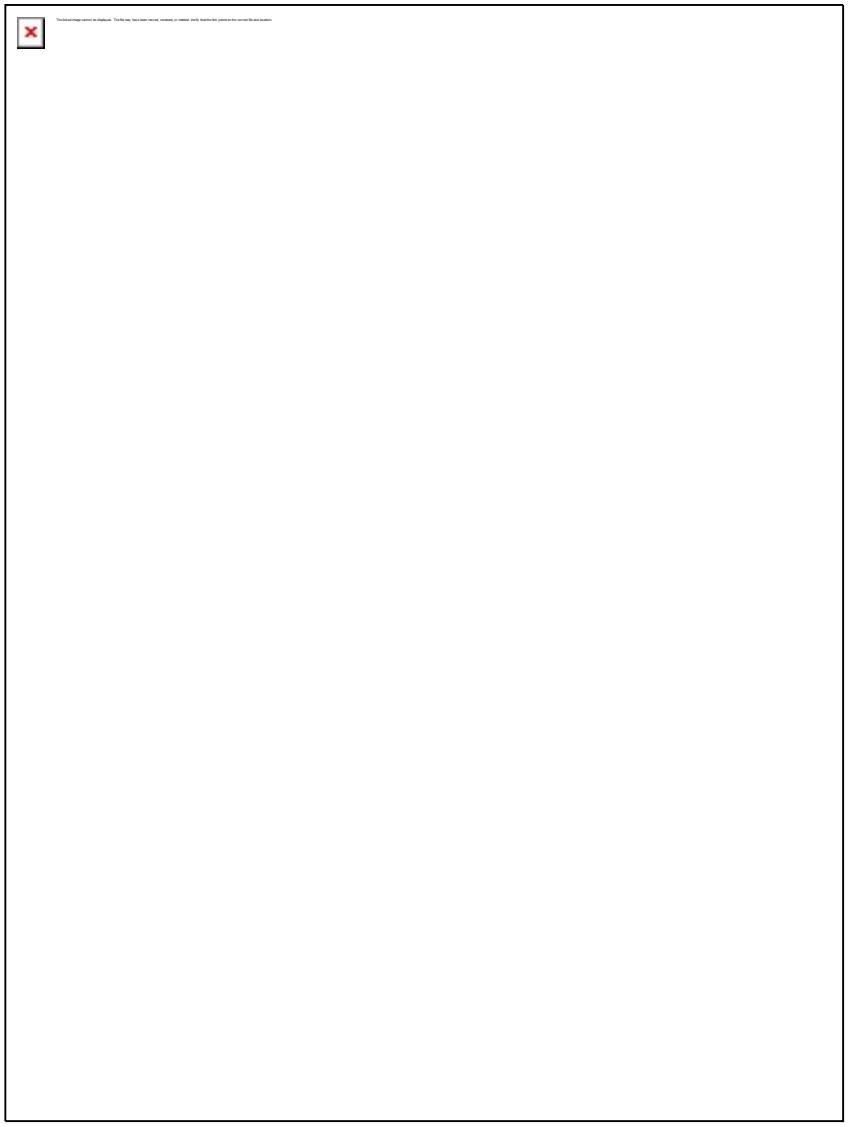
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.
>
> You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.
>
> On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Hi Jessica.
> >
> > Can you remind me what next steps are?
> >
> > Also - can I get reimbursed for these expenses?



Please confirm receipt of my email.

Also - is there a way we can prioritize the compression stockings?

Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

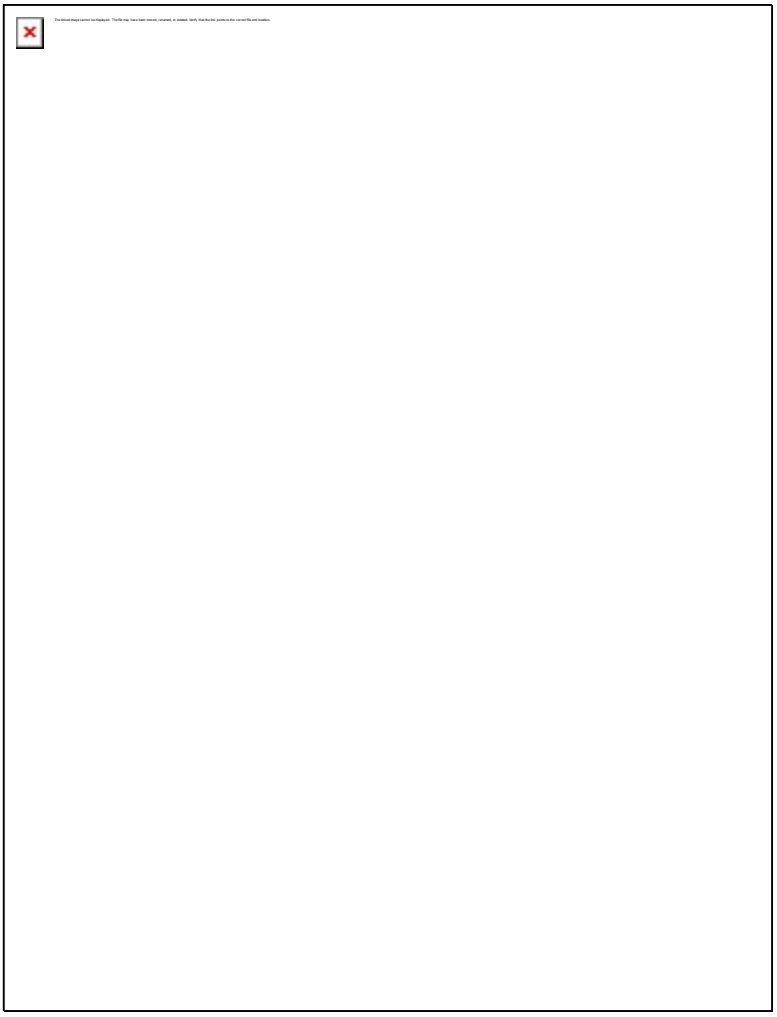
John R. Fouts, MBA

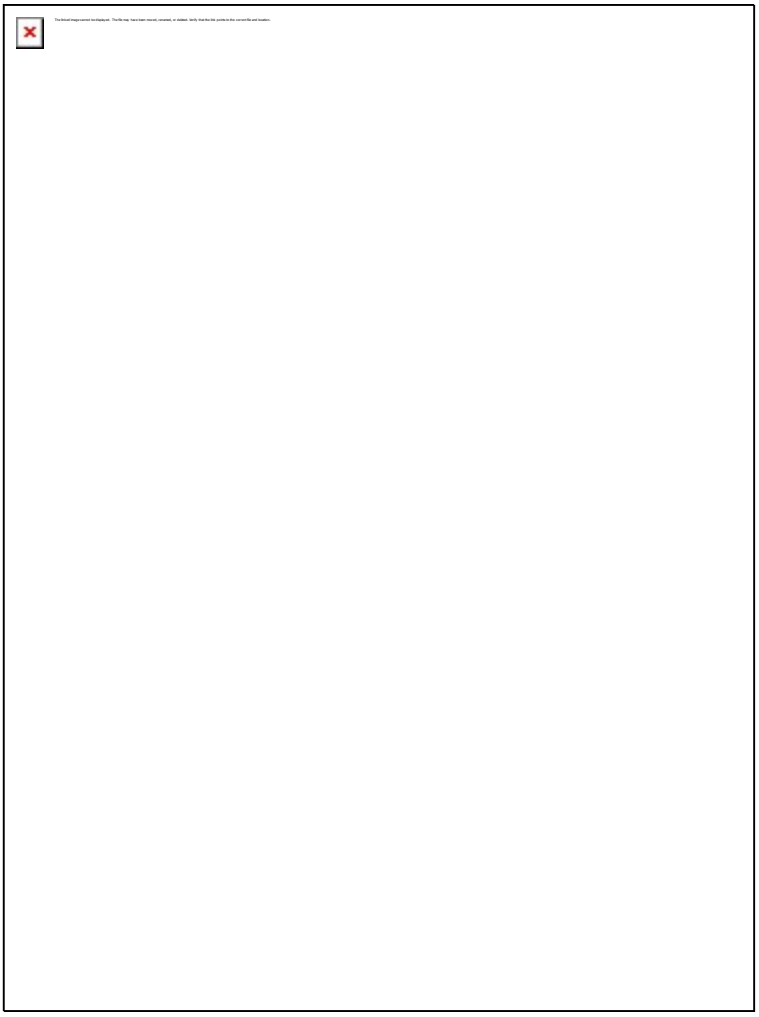
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

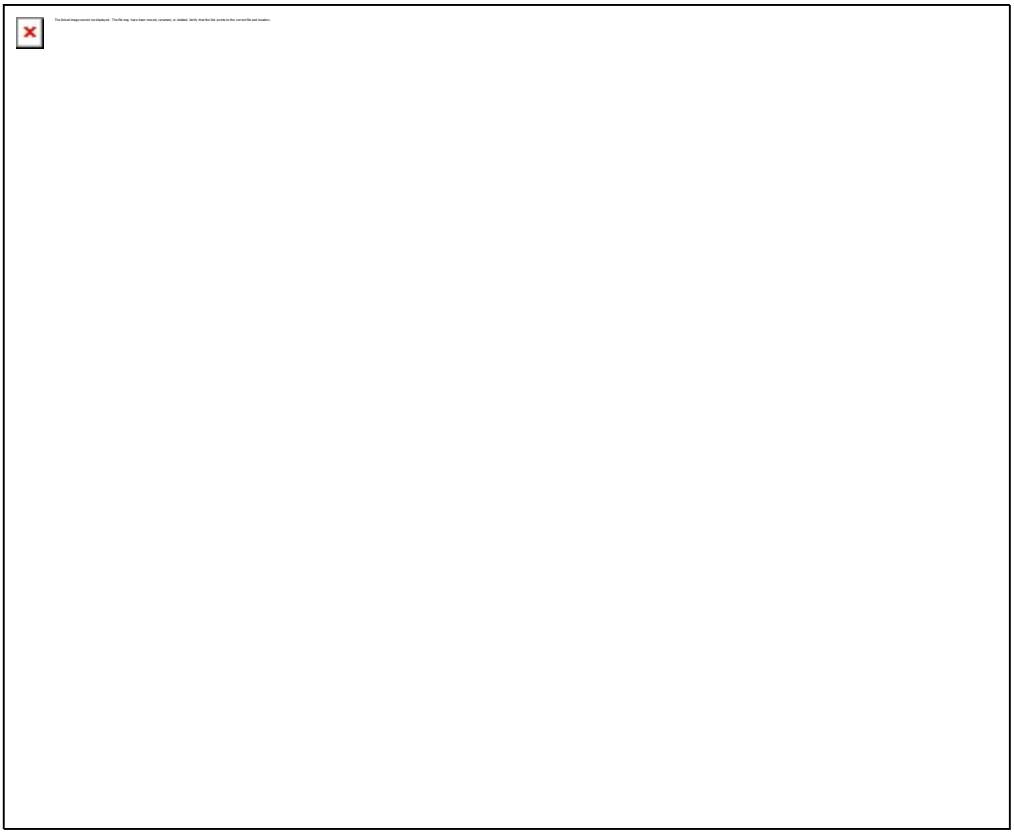




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From:	John Fouts <fouts.john@gmail.com>
Sent:	Monday, April 1, 2024 10:26 AM
To:	CHFS Listens
Subject:	Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments:	image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

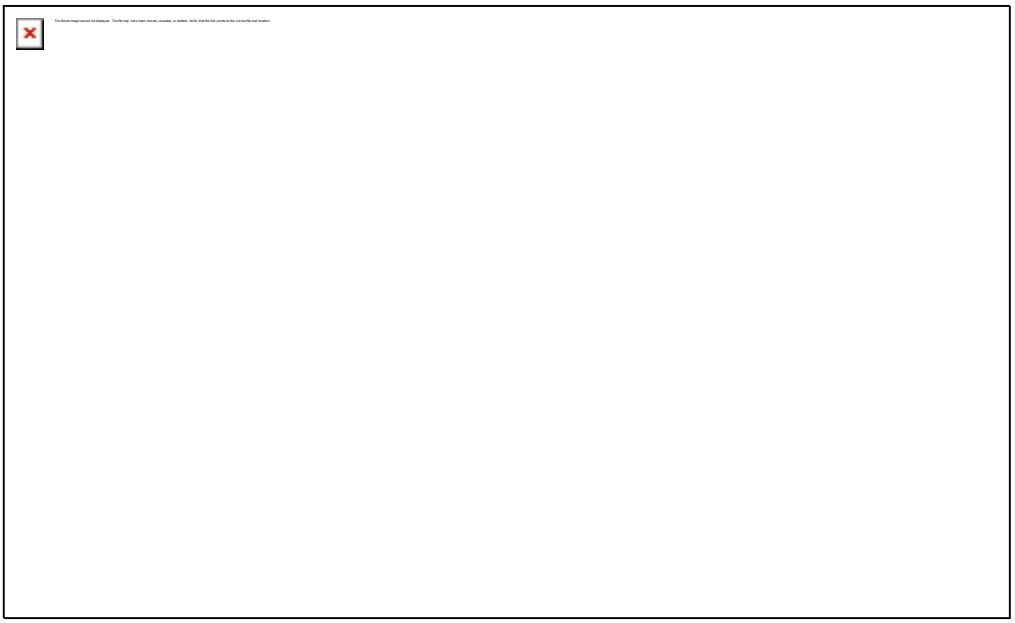
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Hey John, I'm at your home right now. Do I need to just come in and come down to see you?

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:
14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside

of that, mtg on the 14th and mtg on the 15th, if the attendant shows up…I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

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"Shining" in Service,

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:
14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
> > >
> > > On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year

of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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Date: Sat, 30 Mar 2024 00:54:45 +0000
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Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help……that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

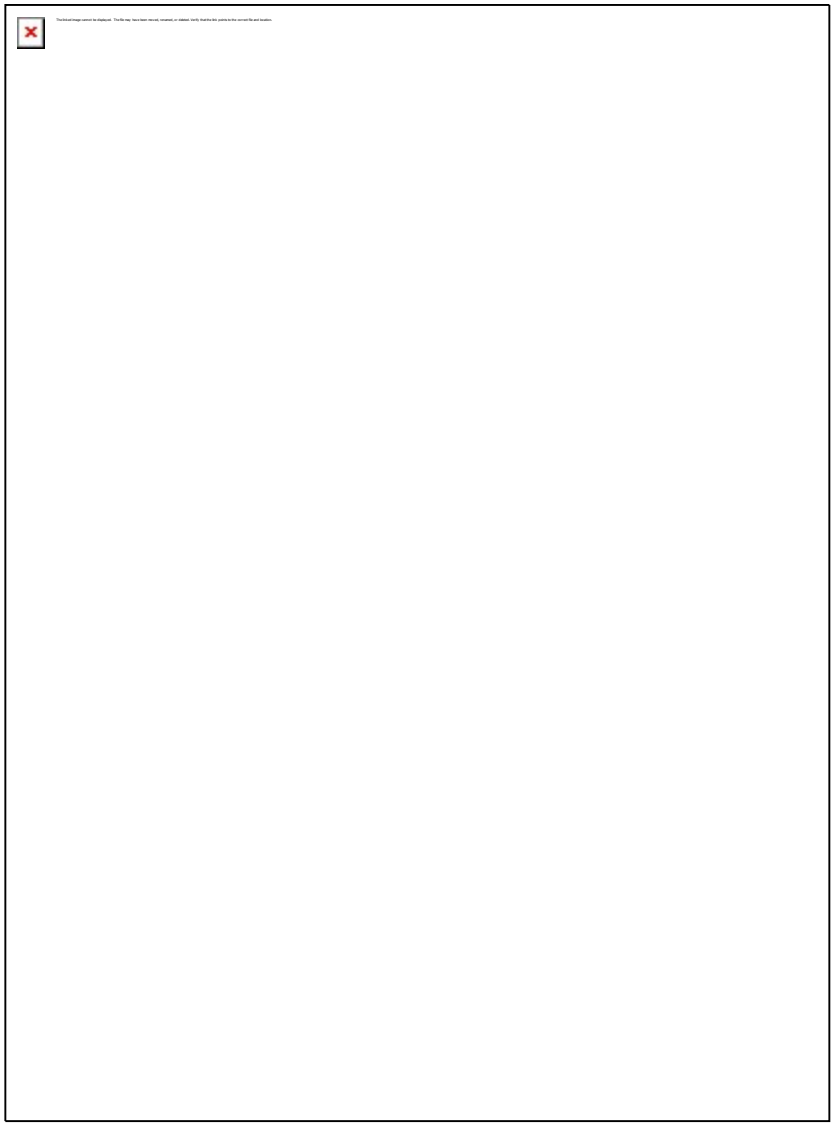
Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J
m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

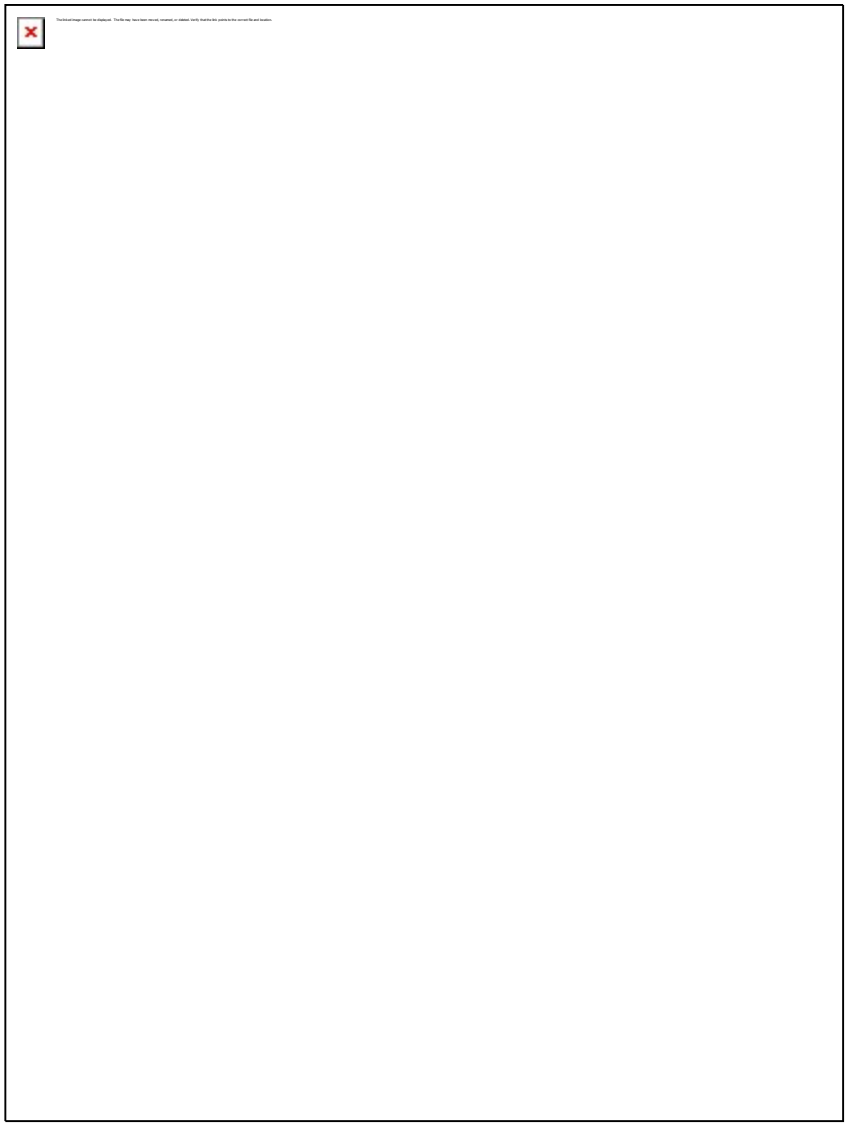
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.
>
> You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.
>
> On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Hi Jessica.
> >
> > Can you remind me what next steps are?
> >
> > Also - can I get reimbursed for these expenses?



Please confirm receipt of my email.

Also - is there a way we can prioritize the compression stockings?

Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

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Phone: 270-384-0012 Ext: 5005
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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

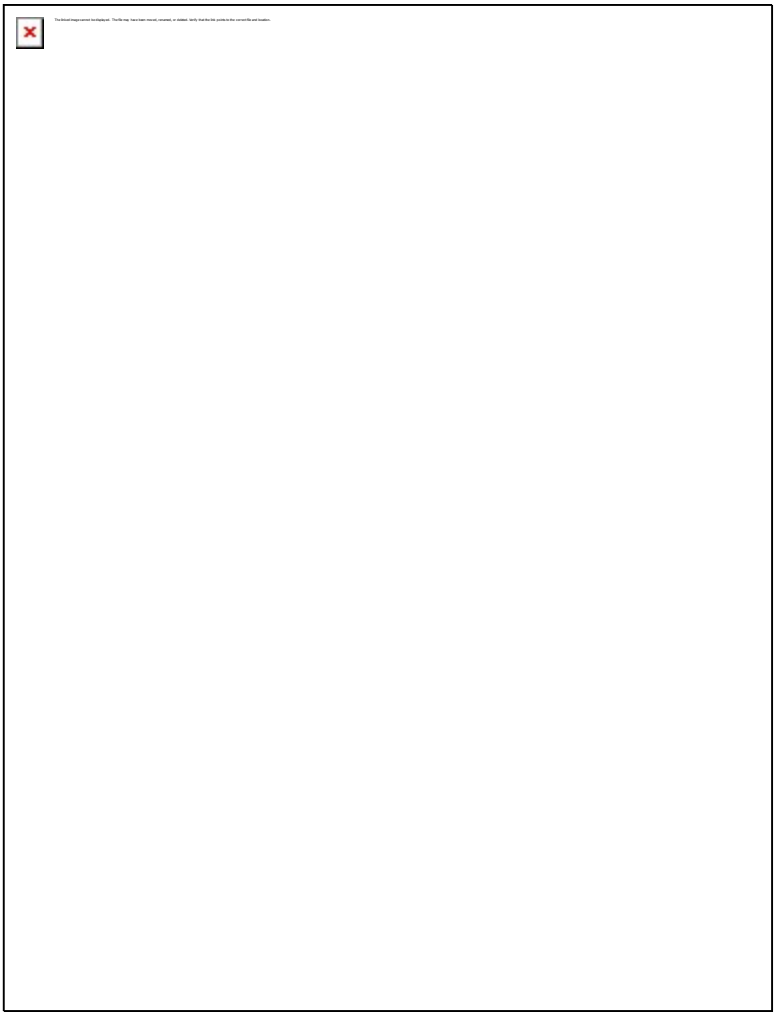
John R. Fouts, MBA

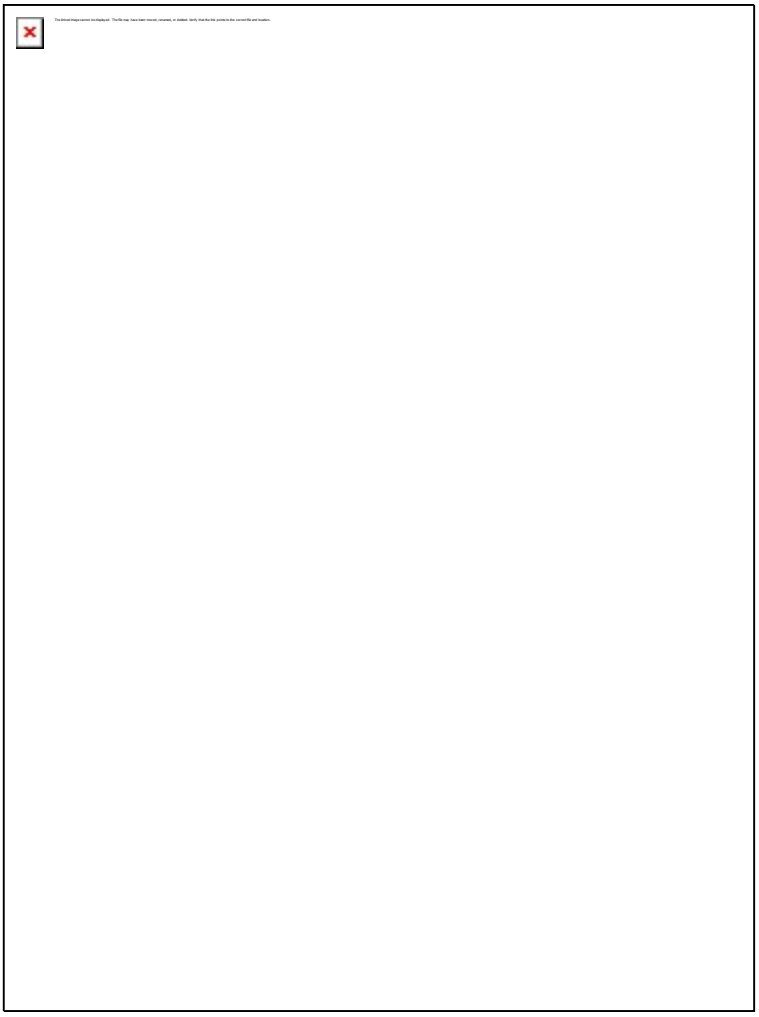
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

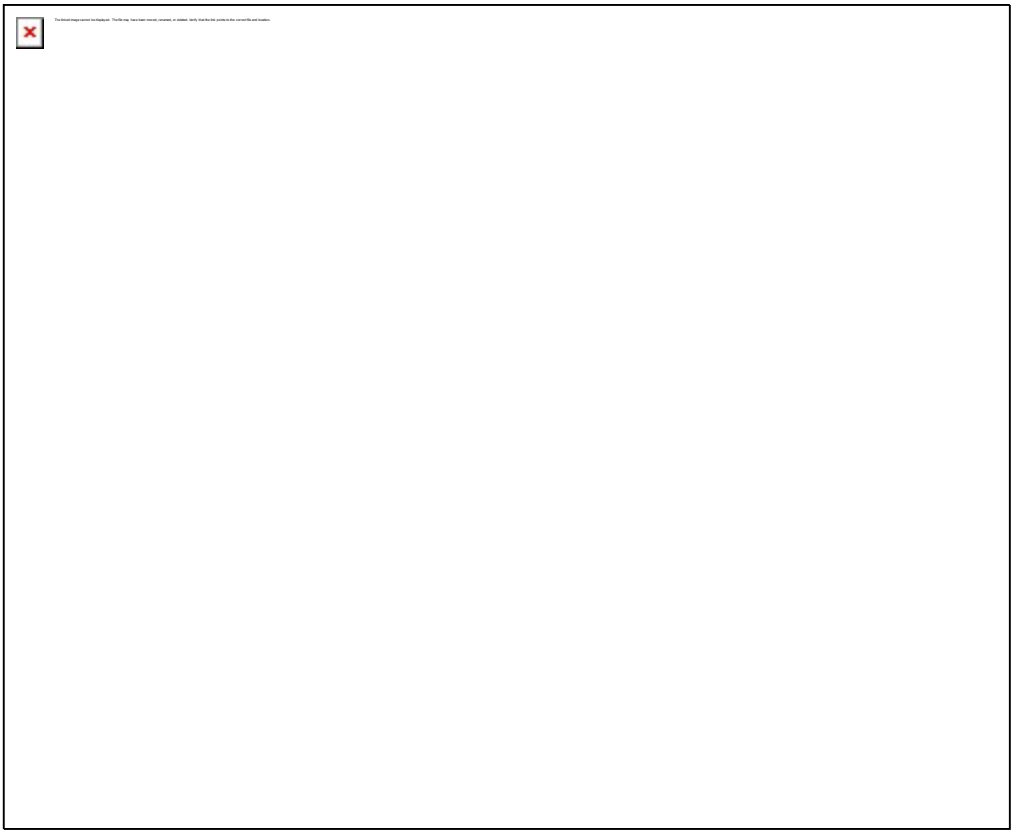




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

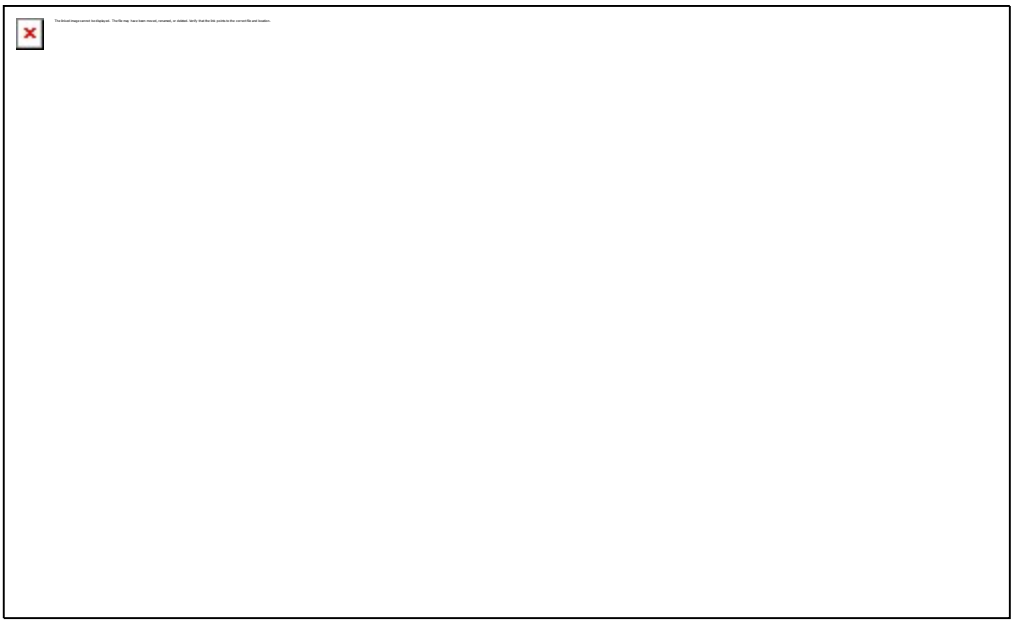
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Hey John, I'm at your home right now. Do I need to just come in and come down to see you?

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

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On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

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of that, mtg on the 14th and mtg on the 15th, if the attendant shows up…I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

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>
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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

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From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

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Date: Tue, Feb 13, 2024 at 8:35 PM
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Hope you are doing better.

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> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
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> >
> > John
> >
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> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
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> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
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> > >
> > > On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
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Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

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"Shining" in Service,

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Cc:
Bcc:
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Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year

of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help……that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

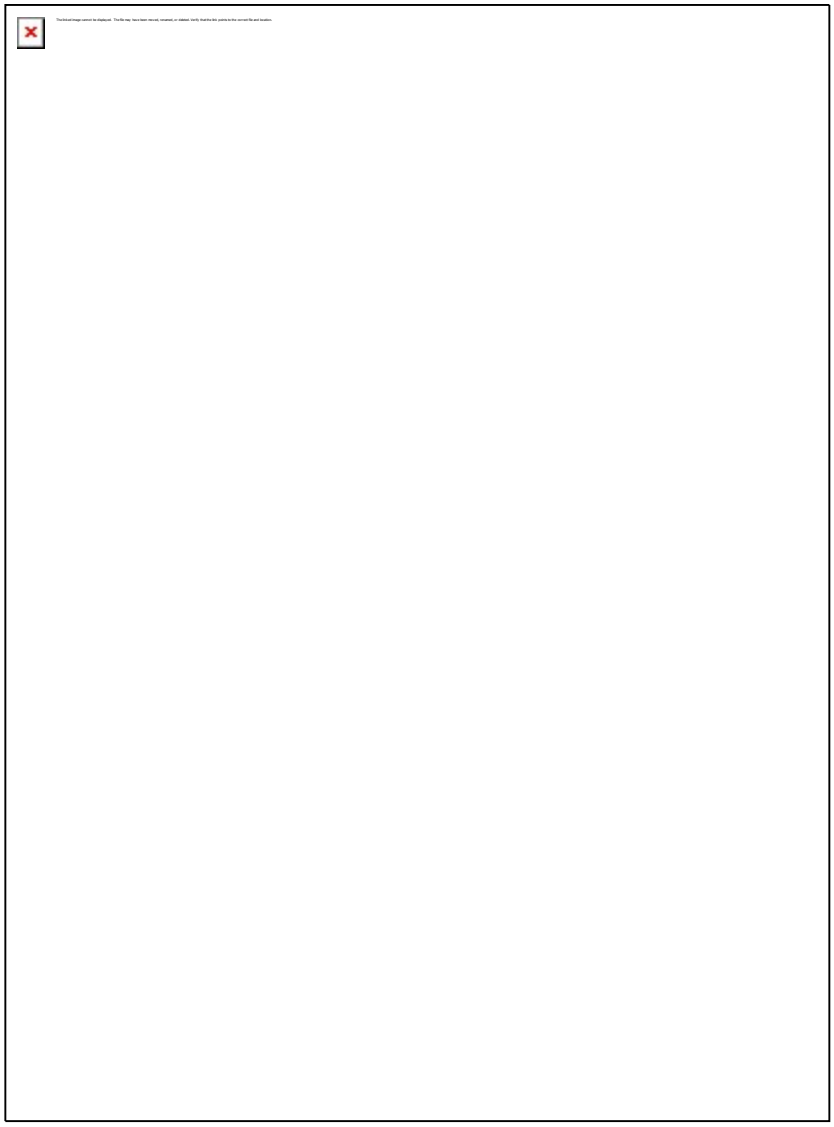
Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J
m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

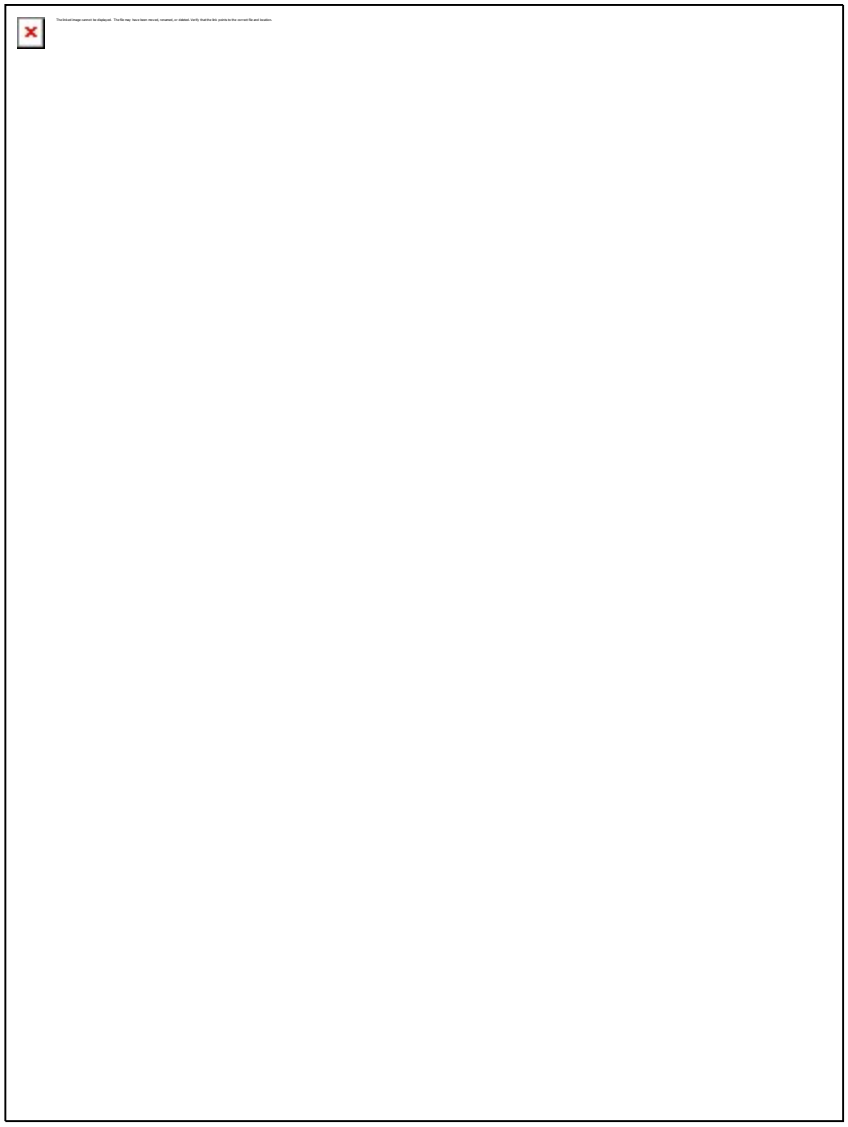
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.
>
> You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.
>
> On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Hi Jessica.
> >
> > Can you remind me what next steps are?
> >
> > Also - can I get reimbursed for these expenses?



Please confirm receipt of my email.

Also - is there a way we can prioritize the compression stockings?

Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

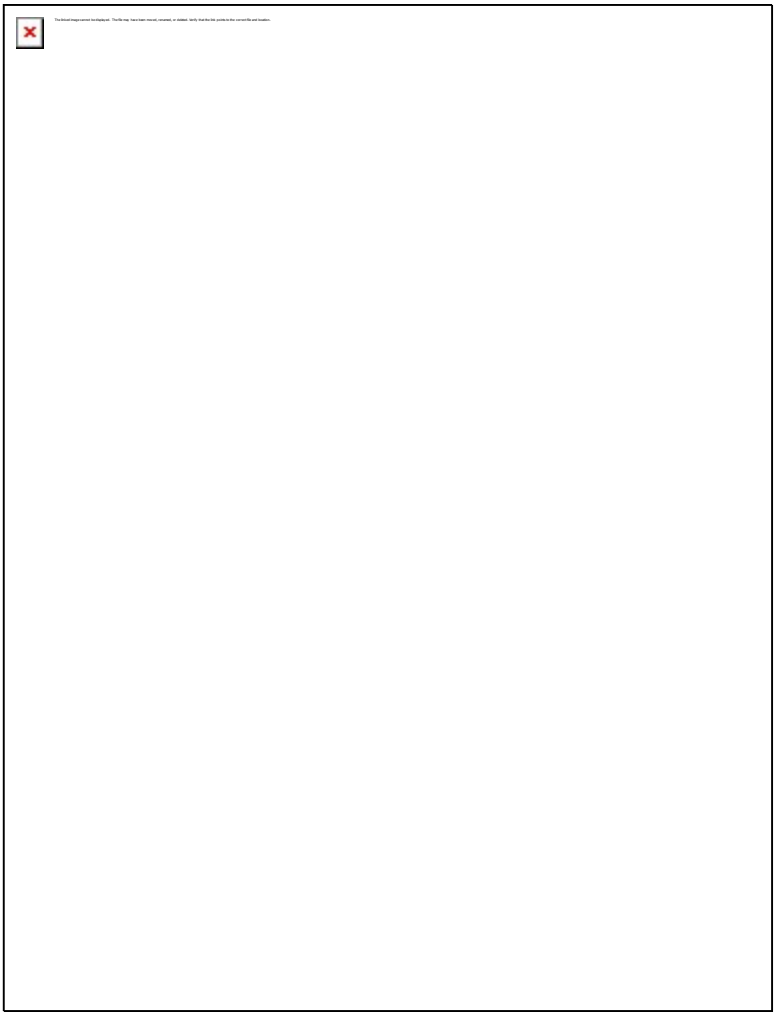
John R. Fouts, MBA

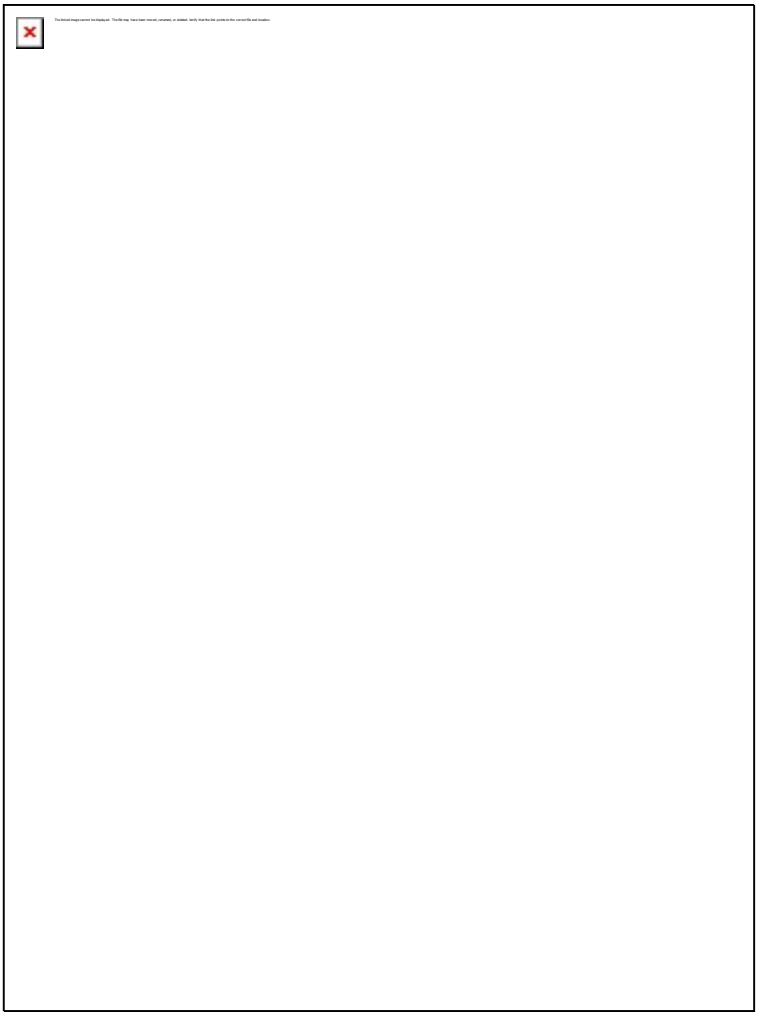
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

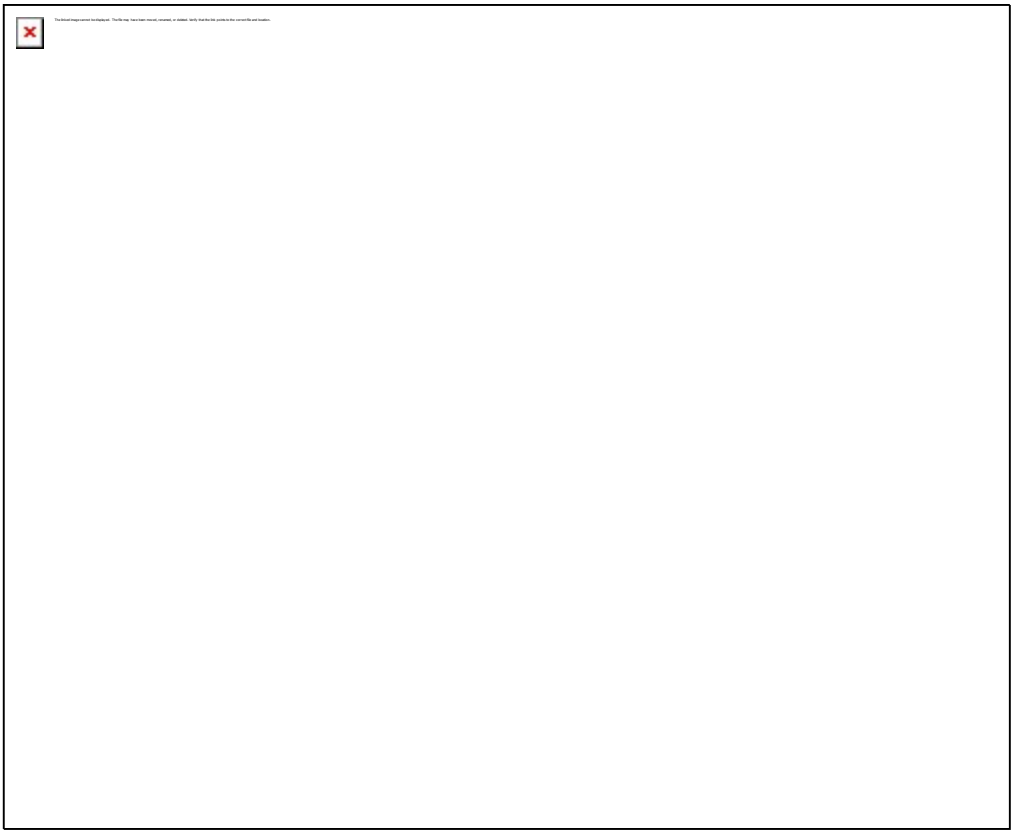




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

fouts.john@gmail.com

From: John Fouts <fouts.john@gmail.com>
Sent: Monday, April 1, 2024 10:26 AM
To: CHFS Listens
Subject: Re: FW: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31 1670146CW
Attachments: image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png; image001.png; image.png; image.png; image.png; image.png; image.png; image.png

As an example....I need compression stockings...otc eye drops not covered by insurance etc....waiver funds are supposedly able to be used to help w things like that. I made the links available for anyone to view so u should be able to open them fine.

On Mon, Apr 1, 2024, 9:44 AM CHFS Listens <CHFS.Listens@ky.gov> wrote:

Good Morning Mr. Fouts,

Our Office sent you an email earlier this morning, but we did not realize you had sent a second email. I was able to review the files you attached but I am not able to review the embedded links as they go to a personal google drive. I am still not clear as to what services you are being denied. Can you provide a concise summary of what services you feel are being denied.

If you feel we can be of any further assistance, please reply to this e-mail, or call 1-800-372-2973, Monday through Friday, 8:00 a.m. to 4:30 p.m. Eastern Time, with the exception of state observed holidays.

Thank you again for contacting our office and please stay safe.

Have a wonderful day,

CHFS Listens Team

800-372-2973

502-564-5497

CHFS.Listens@ky.gov

CONFIDENTIALITY NOTICE:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.

From: John Fouts <fouts.john@gmail.com>
Sent: Sunday, March 31, 2024 11:10 PM
To: Cline, Maddison (CHFS DMS DCA) <Maddison.Cline@ky.gov>; CHFS Listens <CHFS.Listens@ky.gov>
Subject: Fwd: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29 -- Following Up again -- 2024-03-31

And so I am clear - you are saying you think that I will be able to be dual eligible between Medi...

Can I be reimubrsed for these expensses_ 2023-12-19 -- See image.eml

Can you follow up with The Marion House for me please_ Talked to LeAnn (sp_) there like 2.5 weeks...

Following Up -- 2024-03-12 -- Following Up Again -- 2024-03-13.eml

Following Up -- 2024-03-12.eml

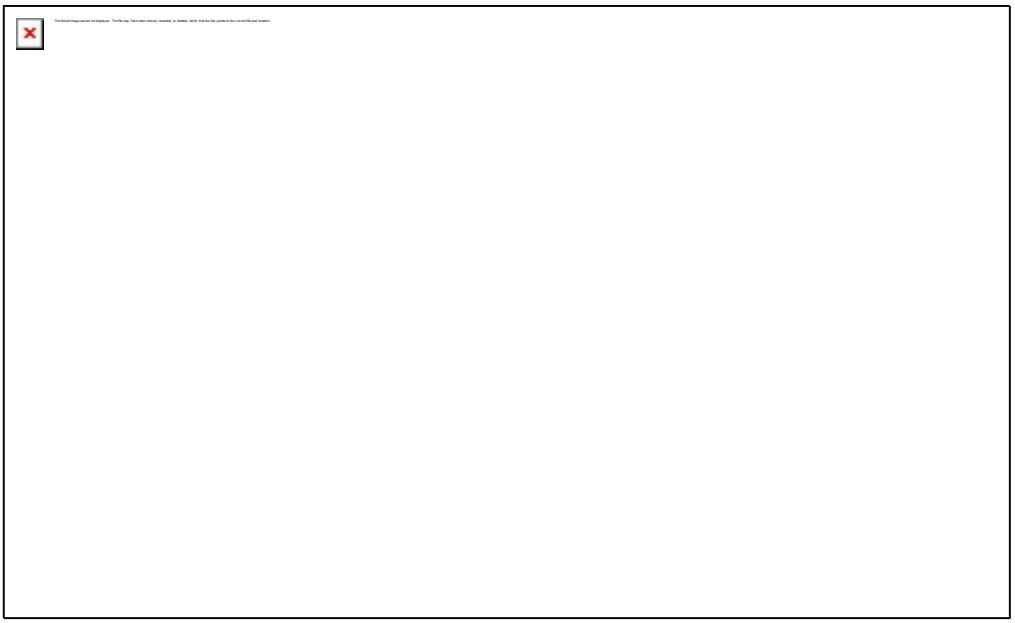
Have not heard a peep from The Marion House and I need an outline of the services I will be recei...

Hope you are okay!.eml

Needs for John R. Fouts -- 2023-12-13 -- Case Worker -- Jessica Jones -- Please Confirm Receipt -...

Other letter I got today from CHFS re Medicaid Waiver -- 2024-01-09 --.eml

You can see how many times I've tried and tried to be able to use any of the funds.....and how far back in time it goes...mid December of last year.....and still....I have nothing....



Zach Grider 'has' been attempting to help me...but also unable so far to produce anything I am in need of.....it has been well over a quarter of a year.....are all waiver participants treated this way???

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Fri, Mar 29, 2024 at 11:48 AM
Subject: Medicaid Waiver -- Major Issues Not Being Able to Access Funds For Things I Need -- 2024-03-29
To: CHFS Listens <CHFS.Listens@ky.gov>

I was approved for the waiver on 10.27.23. Today is 2024.03.29 (Good Friday).

I have tried and tried and tried and tried to access funds for things I need through The Ole Home Place in Columbia, KY.

I have not been able to get anything with the funds that are supposedly allocated to me.

I would like to request a formal investigation at this point.

It has been more than a full quarter since I have asked repeatedly.

It is almost as if funds are being withheld intentionally...which would obviously not be ok.

I also have included an email I had previously written to Makayla McCloud -- who is Jessica Jones' supervisor....but received no response at all from her.....

Additionally -- I wrote to Governor Beshear's Office again...for the third time....and asked for him to personally look into the matter. I do not know if he will but I am hopeful.

If not - then the media is the last thing I can think of to try to help -- if I can get news channels to do a story on this situation...

John R. Fouts

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:51 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Wed, Feb 14, 2024 at 1:53 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I'm so sorry I missed you! I'll send you that list and talk to you about tomorrow possible schedule in email. Thank you.

J

On Wed, Feb 14, 2024, 12:11 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> Hey John, I'm at your home right now. Do I need to just come in and come down to see you?

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 8:35 PM John Fouts <fouts.john@gmail.com> wrote:
I'm sorry. I know what both feel like...the stones...and the knocked out feeling.

Hope you are doing better.

On Tue, Feb 13, 2024, 8:22 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Sounds good to me! Sorry for the late reply, I was actually in the hospital today with kidney stones and my meds knocked me out LOL I'll see you tomorrow!!!!

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

On Tue, Feb 13, 2024 at 5:55 PM John Fouts <fouts.john@gmail.com> wrote:
14th at high noon?

On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Awesome!!! I'm thrilled to hear you are getting moved into your own space. I hope the excitement pushes you through some of the exhaustion. It genuinely will be a "sign this" and I'll be leaving shortly after. I've absorbed two other CM's caseloads that quit and have had to pile my days full. Whichever day you think is better, I am open both days from 8-6, excluding 4pm both days. Just let me know what works for you!

On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside

of that, mtg on the 14th and mtg on the 15th, if the attendant shows up…I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!
>
> --
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:07 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Mon, Feb 12, 2024 at 4:39 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

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--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Tracy Holmes-Bell <hbell@lmha1.org>
Cc:
Bcc:
Date: Tue, 26 Mar 2024 20:26:45 +0000
Subject: Fwd: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
Hi Tracy.

I hope you are having a good day. My child and I are still situating into our new apartment at Station Jtown, but we have had some problems getting the staff here to respond to literally anything.

I talked to Irina Bassett about it....she forwarded my concerns to the Ombudsman's Office to Mark Roseberry. Mark will not communicate with me, so the concerns are being ignored, and that is not appropriate for the situation as there are serious things we need help with.

I will forward you the emails that were sent to him. Can you please help?

I wanted to message you first to give you some context about the situation.

John

---------- Forwarded message ---------
From: **Irina Bassett** <bassett@lmha1.org>
Date: Tue, Mar 26, 2024 at 3:48 PM
Subject: RE: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up
To: John Fouts <fouts.john@gmail.com>

Good afternoon.

That would be the supervisor, Tracy Holmes-Bell at 502-569-4901 or hbell@LMHA1.org

Thank you.

Irina Bassett

Compliance Coordinator

Louisville Metro Housing Authority

600 South 7th Street

Louisville, KY 40203

Phone: 502-569-6660

Email: bassett@lmha1.org

This email, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply email and destroy all copies of the original materials.

From: John Fouts <fouts.john@gmail.com>
Sent: Tuesday, March 26, 2024 3:45 PM
To: Irina Bassett <bassett@LMHA1.org>
Subject: Who do I contact since the Ombudsman's Office will not communicate? -- 2024-03-26 -- Follow-Up

Irina,

Who would be the next in the chain of command, that I can contact?

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:56:34 +0000
Subject: Fwd: Visit to Bullitt Co

---------- Forwarded message ---------
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Date: Tue, Feb 13, 2024 at 8:35 PM
Subject: Re: Visit to Bullitt Co
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
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> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045

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On Mon, Feb 12, 2024 at 4:52 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
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On Mon, Feb 12, 2024 at 3:40 PM John Fouts <fouts.john@gmail.com> wrote:
Jessica,

The attendant will hopefully be starting on Thursday from 9 to 1. That will probably exhaust me. Then on the 14th I'll be in a meeting with Liheap. I have 9 to 12 blocked off on my calendar. Outside of that, mtg on the 14th and mtg on the 15th, if the attendant shows up...I would be free after either mtg. If you have any openings let me know.

Also in process of move to 2904 Sitka Dr. #29 (in building L) at Station Jtown apartments in Jeffersontown, KY. 40299. Still in Shep rn though.

John

On Mon, Feb 12, 2024, 4:13 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
Good afternoon everyone. I will be in Bullitt Co on the 14th and 15th (this Wednesday and Thursday). If you can, please let me know if you have any available time that I can stop in for a very short visit (15 mins max, I will be heavily scheduled with the hopes of seeing everyone before nasty weather hits). Just let me know! Thanks!

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:50 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 9:56 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

Okay - thank you Jessica. I appreciate you leading me around the unknown forest of the Medicaid Waiver program (unknown to me). Is there anything else that I should also be working toward getting? If so, just give me a holler and let me know. Is that how you spell holler? I really don't know!

John

On Tue, Jan 23, 2024 at 8:39 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

> They can once they get started!!! Just in the meantime or if you have appointments after hours or anything of the sorts. I would absolutely recommend getting that letter, the more documentation we have the better!
>
> **Jessica Jones CM**
>
> The Ole Homeplace
>
> Division of Case Management
>
> Phone: 270-384-0012 Ext: 5005
> Fax: 270-384-0045
>
> On Tue, Jan 23, 2024 at 5:13 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?
> >
> > John
> >
> > On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:
> >
> > > Our next meeting will be in February! I'm not sure on a date yet, but I should know in the next week or so!
> > >
> > > Medicare to my knowledge, has no weight on your waiver.
> > >
> > > Talking to Federated might be a good idea, only because they are the only ones that would know the loopholes to you being able to ride with them while owning a vehicle. Would any of your doctors be willing to write a letter stating that it is a hazard for you to drive?
> > >
> > > Outside of Medicaid transport, there are no other covered options as far as the HCB waiver goes.
> > >
> > > On Sat, Jan 20, 2024 at 2:07 PM John Fouts <fouts.john@gmail.com> wrote:
> > >
> > > > Jessica,

When is our next meeting? I honestly have no clue.... I know you told me when you were here, but I lost the paper or meeting on my calendar, so please let me know.

Next -- I will be eligible for Medicare in November 2024 based on onset date of disability in June 2022. What does this mean for the Medicaid Waiver? I know some people are dual eligible, but no one seems to be able to answer my question - and I need to know.

Also -- Toni Condra-Gilley at Gould's in St. Matthew's knows me and somewhat of my situation and is the right contact for things like compression and other DME - just an fyi.

I talked to Leanna at The Marion House last week. She said they are waiting to hire someone to help me still. I asked her about transportation. I have 2 doctor appointments in Lexington on Jan. 31 (my 45th bday), and was hoping to have help with transportation there. She said all she knew to do was to give me Federated Transportation's number and have me talk to them. I hope to do that this week sometime, but I have very little energy (even more than what is normally my baseline very little) -- probably the weather - but who knows -- you know how inflammation goes because you deal with it too.

For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Jessica Jones CM

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:55:11 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Jan 23, 2024 at 5:12 PM
Subject: Re: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year

of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I was under the impression that the attendant once on board could help in getting me to and from appointments. Did I misunderstand? Very possible - it seems to happen quite often these days. And yes, I probably have 10 doctors who would write that letter. Should I go ahead and ask for it?

John

On Tue, Jan 23, 2024 at 4:47 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

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>
> > Jessica,
> >
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> >
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> >
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> >
> > For non-medical transportation needs in the meantime, while the Marion House is waiting to hire someone (or waiting to hire and train someone or whatever), do you know of any options I would have? My problem is I am dizzy and have balance and vertigo issues too randomly now on top of the intermittent vision problems that make it so hard to see that I can't even read etc.... along with the severe pain....makes driving a real challenge a lot of the time.

I'm sure I have more questions but this is a bare bones of what I need to know right now.

John

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

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Jessica Jones CM

The Ole Homeplace

Division of Case Management

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John R. Fouts, MBA

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---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:54:45 +0000
Subject: Fwd: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Sat, Jan 20, 2024 at 2:07 PM
Subject: SSA at ALJ Hearing Found Me Officially Disabled (after 10 years of trying).... I will get 1 year of back pay -- I need to ask some things -- see body of email please
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

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John

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John R. Fouts, MBA

Fax. 502.996.8246

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:53:16 +0000
Subject: Fwd: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Tue, Dec 19, 2023 at 3:47 PM
Subject: Thank you - this is all helpful information - how can I also get help for ensuring that the pharmacy has all the meds I take? 2023-12-19
To: Jessica Jones <jjones@theolehomeplaceadhc.com>

I have many prescriptions and they are hard to deal with. I totally understand you have a million clients, and I am definitely not trying to be a thorn in your side. I have just had to wait for SOOOO LOOOONG for help……that there are a large number of issues. I'm so sorry - I am not trying to overwhelm you whatsoever. Thanks for touching base and reminding me of how all this works. I tried to be very thorough when I made the long list. I appreciate literally 'anything' you can do to help me. I never thought I would need so much help at age 44.

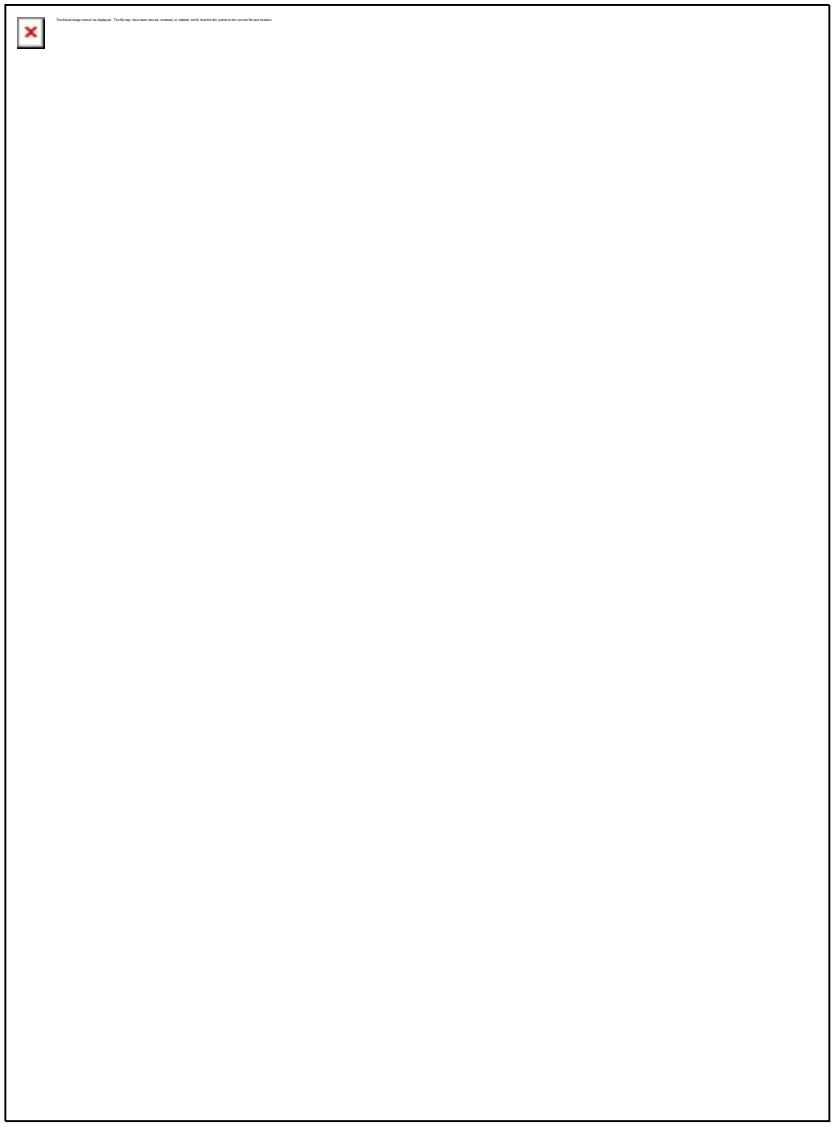
Are you okay after your accident? I don't think you answered that yet but maybe you did and I missed it.

I will await further direction from you and/or the Marion House. Thank you Jessica. I hope you start to feel better soon. =)

J
m

On Tue, Dec 19, 2023 at 2:23 PM Jessica Jones <jjones@theolehomeplaceadhc.com> wrote:

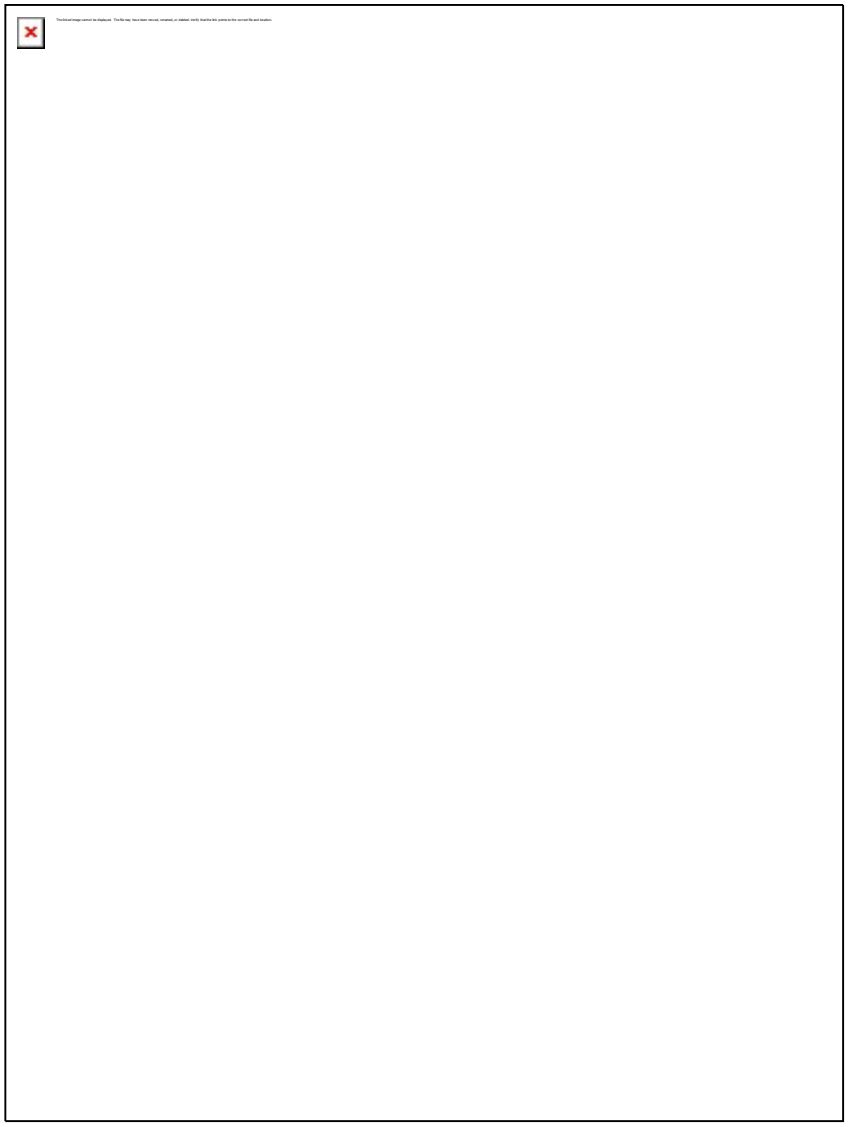
> John, after speaking with my administrator, we do believe all pharmacy issues will have to be dealt with directly through Medicaid Pharmacy. There unfortunately are not any avenues I can take to assist in anything prescription related, as that will all have to be dealt with through the pharmacy and medicaid themselves. All the new "PA"s that they are referring to are issued by the pharmacy and cannot come from me unfortunately. I am going through item by item with the help desk on any extra coverage we might be able to get for you in regard to more goods and services related items. We are typically tied to items on the DME fee schedule. You can reach the Medicaid Pharmacy branch at Phone:(502) 564-6890 or at the email dmsweb@ky.gov for all prescription concerns. I am going to attach different fee schedules for you to review and get a better gist of what
>
> It will take me several days to sort through everything you sent, I have to give my time to another 80 clients as well so I will nibble at it bits at a time. I have sent out signature orders for wipes, gloves, and compression stockings.
>
> Goods and services budget is for your level of care year, which for you is 04/21/2023-04/19/2024. Things that are currently for sure covered and on the fee schedule are wipes, gloves, grab bars (suction cup), compression stockings, elevated toilet seats, shower chairs, lift recliners, hospital beds, walkers, rollators, and wheelchairs, pullups, chux pads, male guards, and diapers. Anything else will have to be submitted to the help desk first to see if there is a fee schedule made for it, or if one can be created. All fee schedules are available on chfs.ky.gov but you have to make sure you aren't looking at an MCO plan chart as that no longer applies. I'll keep digging for more things to help us out.
>
> You should receive a call from The Marion House soon in regard to getting some help at home, so that's really our first big step. Everything else will start to trickle bit by bit as we go.
>
> On Tue, Dec 19, 2023 at 1:07 PM John Fouts <fouts.john@gmail.com> wrote:
>
> > Hi Jessica.
> >
> > Can you remind me what next steps are?
> >
> > Also - can I get reimbursed for these expenses?



Please confirm receipt of my email.

Also - is there a way we can prioritize the compression stockings?

Mine are a bit more religious (holy) than I would like for them to be....



They are just worn out...

And finally for now -- how do the expenses work -- are they on a calendar year basis (regarding goods and services)? If so, would i have a full calendar year available prior to 12/31? How does it work? I don't want to miss out on any potential benefit - I need all the help I can get unfortunately....

John
--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

Jessica Jones CM

The Ole Homeplace

Division of Case Management

Phone: 270-384-0012 Ext: 5005
Fax: 270-384-0045

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"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: Zachary Grider <zgrider@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Sat, 30 Mar 2024 00:51:14 +0000
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14

---------- Forwarded message ---------
From: **John Fouts** <fouts.john@gmail.com>
Date: Thu, Dec 14, 2023 at 2:31 PM
Subject: Fwd: See attached in regards to your inquiry with Senator Rand Paul -- Discrimination Case -- SNAP -- Age and Disability Discrimination -- 2023-12-14
To: jjones@theolehomeplaceadhc.com <jjones@theolehomeplaceadhc.com>

Jessica,

Can you please also confirm receipt of this one? I sent you another email earlier too. You may be out of the office, but I want to make sure you got them. Please confirm receipt of both. I had not initially intended to send this one to you separately from the 2nd one I still plan to send (now the 3rd), but felt this one needed to be on its own.

John

---------- Forwarded message ---------
From: **FNS.CivilRightsComplaints** <FNSCivilRightsComplaints@usda.gov>
Date: Tue, Dec 12, 2023 at 3:58 PM
Subject: See attached in regards to your inquiry with Senator Rand Paul
To: fouts.john@gmail.com <fouts.john@gmail.com>

Good afternoon,

Please see attached in regards to your inquiry with Senator Rand Paul.

Sign/date and return the consent form within 20 days.

FNS Civil Rights Division

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246

--

"Shining" in Service,

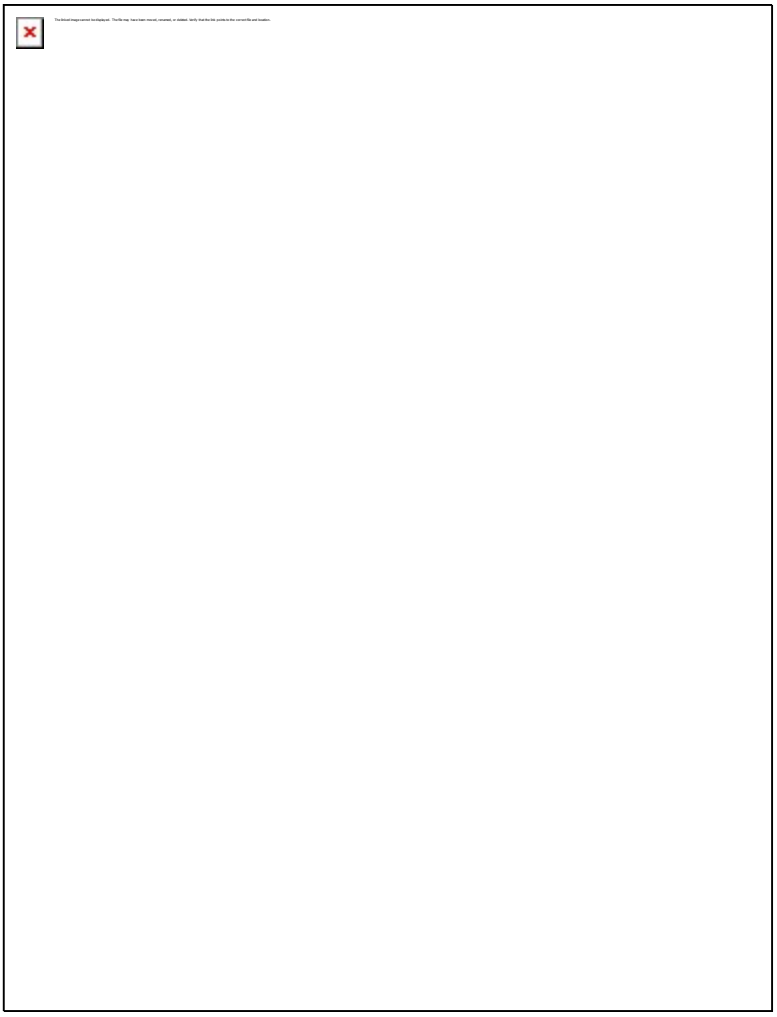
John R. Fouts, MBA

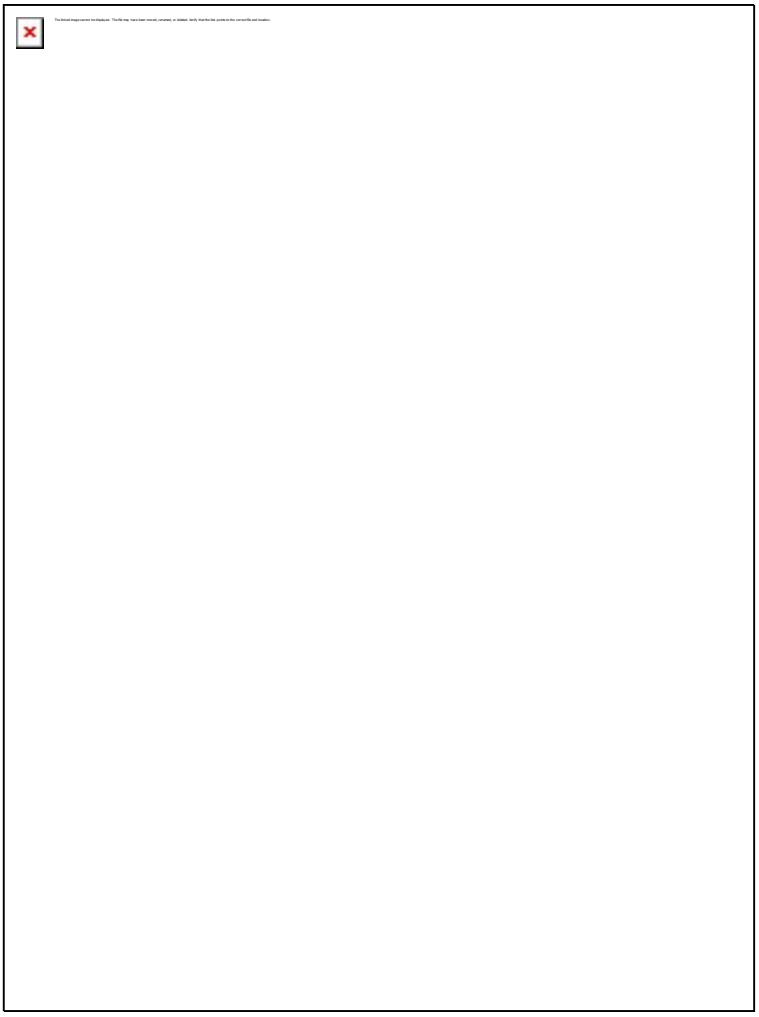
Fax. 502.996.8246

---------- Forwarded message ----------
From: John Fouts <fouts.john@gmail.com>
To: "mmccloud@theolehomeplaceadhc.com" <mmccloud@theolehomeplaceadhc.com>
Cc:
Bcc:
Date: Mon, 11 Mar 2024 15:17:43 +0000
Subject: Are you the supervisor of Jessica Jones? -- Need help with some things -- John R. Fouts -- 2024-03-11
Hi Makayla.

I asked Heather at The Marion House who Jessica's supervisor is....I know Jessica has had a lot going on health-wise, and I totally am understanding of that kind of thing as my own health has been destroyed by years of chronic illness....however.....there are things that I need, that the waiver is supposed to provide, that she has not been able to help me with like....

Compression Stockings (I know the manager at Gould's....I have known her since we were kids)....my doctor has had the prescription over there for several weeks...Jessica keeps saying she is working on it...but Toni at Gould's said there hasn't been any communication from Jessica....so that is a problem....I mean look at my current compression stockings....

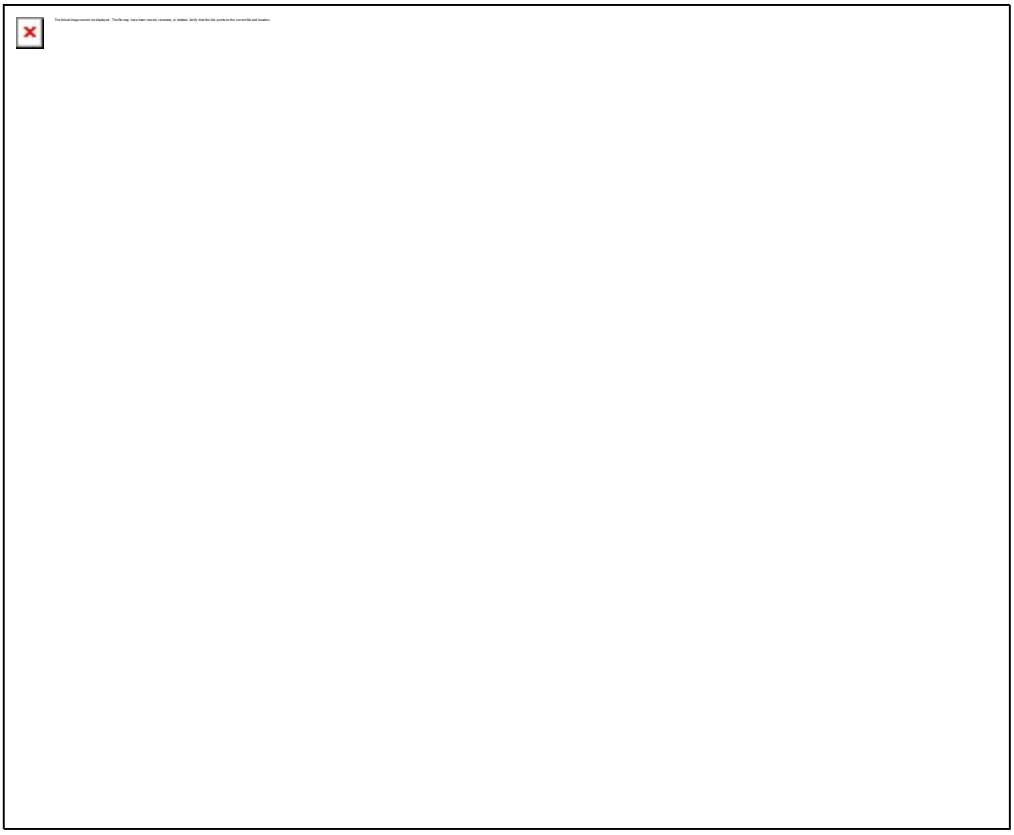




Also, medical transportation has been denied for me....I have appealed it....I'm told my case manager should be able to help me with things like that (by CHFS) -- I am new to all of this, so do not know what you all can, and cannot help me with....the main takeaway I have learned so far is that the state organizations have no idea who does what...and that makes it very hard for people like me....

I recently got a letter from my doctor -- when I requested a hearing about the medical transportation being denied.....

Here is the letter....



I also have a letter of medical necessity for autologous tear serum eye drops - but of course - even though medically necessary - they are being denied...who can help me with that? If I have to buy them w/o insurance they are like $300 or $400 every 2 or 3 months....I am told I should be able to use the waiver funds allocated for me for that also....but I haven't been able to use any of the waiver funds allocated to me as of yet....how can I gain access to the funds allocated to me for my health needs?

I grabbed your info from an online listing for the HCB Waiver Program:

19. THE OLE HOMEPLACE ADULT DAY HEALTH CARE 270-384-0061 Makayla McCloud -Case Management Supervisor mmccloud@theolehomeplaceadhc.com HCBW@theolehomeplaceadhc.com Danielle Florence -Director of Home Care Services Services offered: Adult Day Health with transportation, Case Management, Goods & Services, Home delivered meals, Environmental & Minor Home Adaptions and Attendant Care with transportation. Pediatrics Welcome.

There are other needs I have also but the ones above are a few for right now... Can you help??

John

P. 502.956.0052

--

"Shining" in Service,

John R. Fouts, MBA

Fax. 502.996.8246